



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Agenda Government Accountability and Oversight Committee

*Councilmembers: Pete von Reichbauer, Chair; Dave Upthegrove, Vice Chair;
Rod Dembowski, Reagan Dunn*

*Staff: Mary Bourguignon, Lead Staff (206-477-0873)
Marka Steadman, Committee Assistant (206-477-0887)*

9:30 AM

Tuesday, May 13, 2014

Room 1001

Pursuant to K.C.C. 1.24.035 A. and F., this Government Accountability and Oversight Committee meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. Call to Order

2. Roll Call

To show a PDF of the written materials for an agenda item, click on the agenda item below.

3. Approval of Minutes

[April 22, 2014](#) pp. 3-4

4. Public Comment

Briefing

5. [Briefing No. 2014-B0023](#) pp. 5-90

Briefing #3 on Lync/Unified Communications

Jenny Giambattista, Council staff and Bill Kehoe, Chief Information Officer



*Sign language and communication material in alternate formats can be arranged given sufficient notice (206-1000).
TDD Number 206-1024.*

ASSISTIVE LISTENING DEVICES AVAILABLE IN THE COUNCIL CHAMBERS.



Discussion and Possible Action

6. [Proposed Ordinance No. 2014-0085](#) pp. 91-134

AN ORDINANCE authorizing the county executive to enter into an interlocal agreement with Seattle Community College District 6 to provide small contractor and supplier certification services.

Sponsors: Mr. von Reichbauer

Leah Zoppi and Wendy Soo Hoo, Council staff

7. [Proposed Ordinance No. 2014-0127](#) pp. 135-206

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Information Technology) representing employees in the departments of King County information technology, executive services, community and human services and judicial administration and in King County elections, and five memoranda of agreement; and establishing the effective date of said agreements.

Sponsors: Mr. von Reichbauer

Nick Wagner, Council staff

Discussion and Possible Action

Briefing

8. [Briefing No. 2014-B0078](#) pp. 207-218

Green Building Audit

Laina Poon and Elise Garvey, Auditor's staff

Other Business

Adjournment



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Seattle, WA 98104

Meeting Minutes Government Accountability and Oversight Committee

*Councilmembers: Pete von Reichbauer, Chair; Dave Upthegrove,
Vice Chair;
Rod Dembowski, Reagan Dunn*

*Staff: Mary Bourguignon, Lead Staff (206-477-0873)
Marka Steadman, Committee Assistant (206-477-0887)*

9:30 AM

Tuesday, April 22, 2014

Mike Alvine Room

DRAFT MINUTES

Pursuant to K.C.C. 1.24.035 A. and F., this Government Accountability and Oversight Committee meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. **Call to Order**

Chair von Reichbauer called the meeting to order at 9:42 a.m.

2. **Roll Call**

Present: 4 - Mr. von Reichbauer, Mr. Dembowski, Mr. Dunn and Mr. Upthegrove

3. **Approval of Minutes**

Councilmember Upthegrove moved approval of the minutes of April 8, 2014. Seeing no objection, the minutes were approved.

4. **Public Comment**

The following people appeared before the Committee to offer public comment:

Alex Zimmerman

Discussion and Possible Action

5. Proposed Ordinance No. 2014-0161

AN ORDINANCE relating to King County district court electoral district boundaries for 2014; amending Ordinance 16803, Section 1, as amended.

This matter was expedited to the April 28, 2014, Council agenda.

A motion was made by Vice Chair Upthegrove that this Ordinance be Recommended Do Pass Consent. The motion carried by the following vote:

Yes: 4 - Mr. von Reichbauer, Mr. Dembowski, Mr. Dunn and Mr. Upthegrove

Briefing

6. Briefing No. 2014-B0069

Ballot processing procedures and efficiency changes.

Mike Alvine, Council staff, briefed the Committee. Sherril Huff, Director, King County Elections; and Rene LeBeau, Elections Program Manager, Ballot Processing; addressed the Committee and answered questions from the members.

This matter was Presented

Adjournment

The meeting was adjourned at 10:30 a.m.

Approved this _____ day of _____.

Clerk's Signature



King County

Government Accountability and Oversight Committee

STAFF REPORT

Agenda Item:	5	Name:	Jenny Giambattista Mary Bourguignon Amy Tsai
Proposed No.:	2014-B0023	Date:	May 13, 2014
Invited	Bill Kehoe, Chief Information Officer, King County Information Technology Robert E. Kaelin, Senior Partner, CFO and COO; MTG Management Consultants		

SUBJECT

This is the third briefing on the Lync/Unified Communications (UC) project. At the first meeting on February 11th, Council staff provided an overview of Lync/UC. At the second meeting on February 25th, the County's Chief Information Officer, Bill Kehoe, provided a more detailed briefing and discussed next steps in the project's implementation. Today's meeting will provide an update on the project and discuss results of the recent countywide survey on Lync/UC.

BACKGROUND

Original appropriation. In December 2010, the Council appropriated \$18,585,050¹ to fund the replacement of the County's aging telephone systems with a new Internet Protocol Telephony (IPT) system. At that time, the County had a disparate mix of telephone systems from multiple manufacturers that provided service to more than 14,000 phones at more than 235 different sites.

The Countywide Telephone System Replacement project (subsequently renamed Unified Communications) was proposed for two reasons:

- **Possible phone failure.** The County's phone systems were technologically obsolete, with a majority between 18 and 28 years old, and were determined to be at risk of failure. Ten sites – including the South Transit Base, Central/Atlantic Transit Base, East/Bellevue Transit Base, and King County Courthouse – were identified as most likely to fail, with estimated downtimes up to 24 hours.

¹ Ordinance 16995

- **Potential cost savings.** Estimates at the time indicated that a new Internet-based phone system could yield cost savings of \$4.3 million annually by 2017, largely through savings from payments that would no longer be made to telephone companies.

The project schedule calls for the project to be implemented over four years between July 2011 and September 2015.

At the February 11th briefing, council staff provided an overview of the project and solicited questions from Councilmembers to be addressed at the second briefing. At the February 25th GAO meeting, Council staff discussed survey results from the Legislative Department. In addition, the oversight consultant, MTG Management Consultants, summarized their findings thus far and then Chief Information Officer, Bill Kehoe discussed how KCIT was addressing the issues in the MTG reports and legislative survey.

Current Status: Attachment 1 from KCIT summarizes the project's activities since the February 25th GAO meeting.

	Project Total	Completed as of May 1 2014
Users Countywide	14,000 (approx.)	6,334
Total Expenditures	\$18,585,050 (budgeted)	\$11,322,765

The Committee Chair has asked Mr. Kehoe to provide a project update to the Committee today.

ANALYSIS

Countywide Lync/UC Survey Results

At the request of the Committee Chair, KCIT developed a countywide survey to measure end user satisfaction with Lync in order to understand what is working, what is not, and how the system can be reconfigured as needed to address work flow, hardware, and software challenges.

The survey was e-mailed to all County employees on March 31, 2014, and responses were due by April 14, 2014. Just under 1,200 employees completed the survey.

Council staff analysis of the survey results focuses on satisfaction with Lync phone service, how often problems are occurring, and how those problems are addressed. Council staff also reviewed all of the comments that were submitted. The staff report does not address the survey results related to other portions of Unified Communications, such as instant messaging or video conferencing.

Overall satisfaction with Lync for voice calls

As shown in Table 1, the survey results show that 68 percent of respondents were either somewhat satisfied (38%) or very satisfied (30%) with Lync for voice calls.

Table 1
Overall Satisfaction with Lync for Voice Calls²

Level of satisfaction	Percentage
Very dissatisfied	14.4%
Somewhat dissatisfied	17.8%
Somewhat satisfied	37.9%
Very Satisfied	29.9%

As shown in Table 2, the level of satisfaction varies by agency, with KCIT and the Executive's Office showing the highest average level of satisfaction; and DJA and Superior Court the lowest average level of satisfaction.³ The response options for the level of satisfaction include: very satisfied (4); somewhat satisfied (3); somewhat dissatisfied (2); and very dissatisfied (1).

Table 2
Level of Satisfaction with Lync for Voice Call by Department

Department	Satisfaction level
KCIT	3.3
King County Executive	3.2
DES	3.0
DPER	3.0
DNRP	2.9
DPH	2.9
King County Assessor	2.9
DCHS	2.9
District Court	2.8
King County Elections	2.8
DOT	2.8

² The data are from question #7, row one of the Unified Communication (Lync) survey (Attachment 2).

³ The survey asked about the level of satisfaction using a range from very satisfied to very dissatisfied. In order to calculate an average, staff assigned a numeric value to each of the four levels of satisfaction.

Table 2, Continued
Level of Satisfaction with Lync for Voice Call by Department

Department	Satisfaction level
King County Council	2.8
King County Prosecutor	2.7
King County Sheriff Office	2.6
DPD	2.4
DAJD	2.3
DJA	2.3
Superior Court	2.1
Overall average level of satisfaction	2.8

How often do problems occur?

As shown in the Table 3, of those survey respondents who reported phone problems within the 90 days prior to the survey, about 60 percent indicated those problems have occurred 1-5 times. The percentage reporting problems occurring between 6-10 times ranged from 15.8 percent to 18.3 percent. Lastly, about 14 percent of survey respondents in this category reported problems occurred 16 or more times.

Table 3
When Problems Exist, How Often Do They Occur?

If there's a problem, how often does it occur?	Call quality	Dropped calls	Call pick up audio delay	Call transfers
16+ times	14.1%	14.8%	14.4%	14.1%
11-15 times	7.9%	8.0%	8.6%	8.9%
6-10 times	17.4%	18.3%	16.6%	15.8%
1-5 times	60.5%	58.9%	60.4%	61.2%

How often are problems reported?

As shown in Table 4, problems are often not reported to KCIT. Over 50 percent of respondents indicated they rarely (21.8%) or never (29.3%) report Lync/UC problems to KCIT. The comments provided by respondents for this question suggest that one reason people don't report problems is that they don't want to take the time to do so. Additionally, separately elected agencies generally have their own IT support and do not use the central IT service center.

The lack of reporting to KCIT can be a problem, because without information on problems, it is much challenging to address specific end user complaints.

Table 4
How often are problems reported to IT Service Center?

If you've experienced problems, how often do you report it to the IT Service Center?	Percentage
Never	29.3%
Rarely	21.8%
Sometimes	29.2%
Always	19.7%

Comments from survey respondents

The countywide survey included several opportunities for respondents to insert comments. Attachment 3 compiles those comments by department for the primary questions in the survey. Some common themes emerged including: (1) frustration with phone issues, particularly call transfers and dropped calls, (2) and a desire for more and better training.

Next Steps: Issues for Committee Consideration

Like all other ongoing IT projects, there are two primary mechanisms for the Council to monitor ongoing progress of the project. The first is the annual Benefit Achievement Report. In this report, the Executive reports on the status of projects in achieving the stated benefits of a project. The GAO committee will consider the Annual Benefit Achievement report in June. The second oversight mechanism is the annual Technology Business Plan submitted with the budget which provides updates on all existing IT projects.

The Council can also request project information at any other time as well.

In addition to the regular oversight mechanisms, the Committee may also wish to take additional actions. The first three issues discussed below were included in February 25th Staff Report.

1) Should the current project monitoring dashboard be refined to better capture the risk of these projects for Council and other stakeholders?

KCIT, in collaboration with Council staff, developed a risk-based project oversight process which was adopted by the Council by Motion 13975. The process includes a dashboard summary of all IT projects and rates projects as red, yellow, or green. Using

the criteria developed in this process, the Lync/UC project has been rated as green. KCIT explains the green score is appropriate because the project scope has not changed since the last time it was established, the steering committee has approved the current schedule, the project is projecting that it won't go over budget, and the next milestone isn't slipping. Essentially, KCIT is using the scorecard to monitor the project from one milestone to the next and is using a more comprehensive approach to manage and monitor the risk status of projects. While this approach makes sense from a project management perspective, the dashboard does not serve as a tool to inform the Council of which projects are high risk and thus may warrant additional review from the Council.

The committee may wish to direct Council staff to work with KCIT to refine the dashboard so it can more effectively serve the purpose of informing Council and other interested stakeholders of the highest risk county technology projects. This may be as simple as highlighting those projects KCIT considers high risk. Council and Executive staff discussion would be needed to be sure there is a common definition of high risk projects.

2) Should the Project Review Board process for countywide high risk projects be revised?

The Project Review Board (PRB) is established in county code (K.C.C 2.16.07585) to act in advisory capacity to the county's Chief Information Officer (CIO) in implementing technology projects. PRB members include the CIO, the Assistant County Executive, the director of the Office of Performance, Strategy, and Budget, and the Director of the Department of Executive Services.

In past years, the Project Review Board met monthly and voted to release funding in phases for each technology project. Project Review Board staff prepare a summary of the project status and the funding the project is requesting. Often, the CIO may establish certain conditions or recommendations for the project.

The process was cumbersome and in recent years, KCIT has streamlined the PRB process. One significant change is that the PRB no longer regularly meets and the PRB members have delegated the funding release decision to the CIO. The CIO reports he regularly consults with PRB members, but the funding decisions are signed by the CIO alone. This certainly has the benefit of efficiency as there is no need to wait for approval from the other PRB members.

The Committee may wish to request for large projects such as CTSR, that the PRB members actually sign off on the funding release. This would provide a mechanism for the Council to be assured that these projects are getting oversight by staff at high levels of the Executive branch. (Executive staff have noted that these key projects are discussed in Executive leadership team meetings.)

In March, the Project Review Board met and discussed whether PRB members should directly sign off on funding decisions for high risk projects and decided against doing so.

However, the PRB members did concur with the issue raised in the February 25th staff report and will now directly receive notification and copies of quality assurance reports as well as the responses from the project on the QA reports.

3) How should accountability for customer satisfaction be ensured by the Council?

The success of this project requires end-users have reliable phone service and be comfortable using the enhanced features provided by a Unified Communications system. In meetings with KCIT, the CIO has committed to a customer-focused approach on this project. Accountability for achieving customer satisfaction could be enhanced by requiring that specific measures of end user satisfaction be part of the Benefit Achievement Plan (BAP). The Council received the annual BAP report for all countywide technology projects at the end of April. The BAP for this project does not include measures of customer satisfaction. Upon reviewing the annual BAP report, the Committee may wish to include those measures.

Additionally, the Council may wish to request the Executive to add end-user representatives from separately elected offices to the Project Steering Committee so that the concerns of separately elected agencies are sufficiently represented in the project implementation process.

4) Should this project be considered for an audit by the County Auditor?

Given the size and scope of this project, the committee may wish to consult with the Auditor to determine if the Auditor could provide some level of review of the Lync/UC project. The Auditor is following up on their audit of KCIT projects later this year. They may be able to expand that work to evaluate Lync/UC as it relates to several recommendations they made in 2012. As an alternative, the Council may wish to include a full audit of Lync/UC for consideration for the 2015-16 audit work program.

ATTACHMENTS

1. Memo from King County Information Technology dated May 8, 2014
2. Countywide Unified Communications (Lync) Survey
3. Lync Survey Comments from selected questions

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King County

King County Information Technology

King County Executive Office

CNK-EX-0600

401 Fifth Avenue, Suite 600
Seattle, WA 98104

206-263-7887 Fax 206.296.7608

TTY Relay: 711

ATTACHMENT 1

May 9, 2014

To: Jennifer Giambattista, Legislative Analyst
King County Council

From: John Arthur Wilson, Special Projects Manager
King County Information Technology

Re: UC/Lync Action steps since February 2014

Here are some of the highlights of what we've done since the February 25 GAO hearing:

Top-to-bottom review of UC/Lync project, with special attention to:

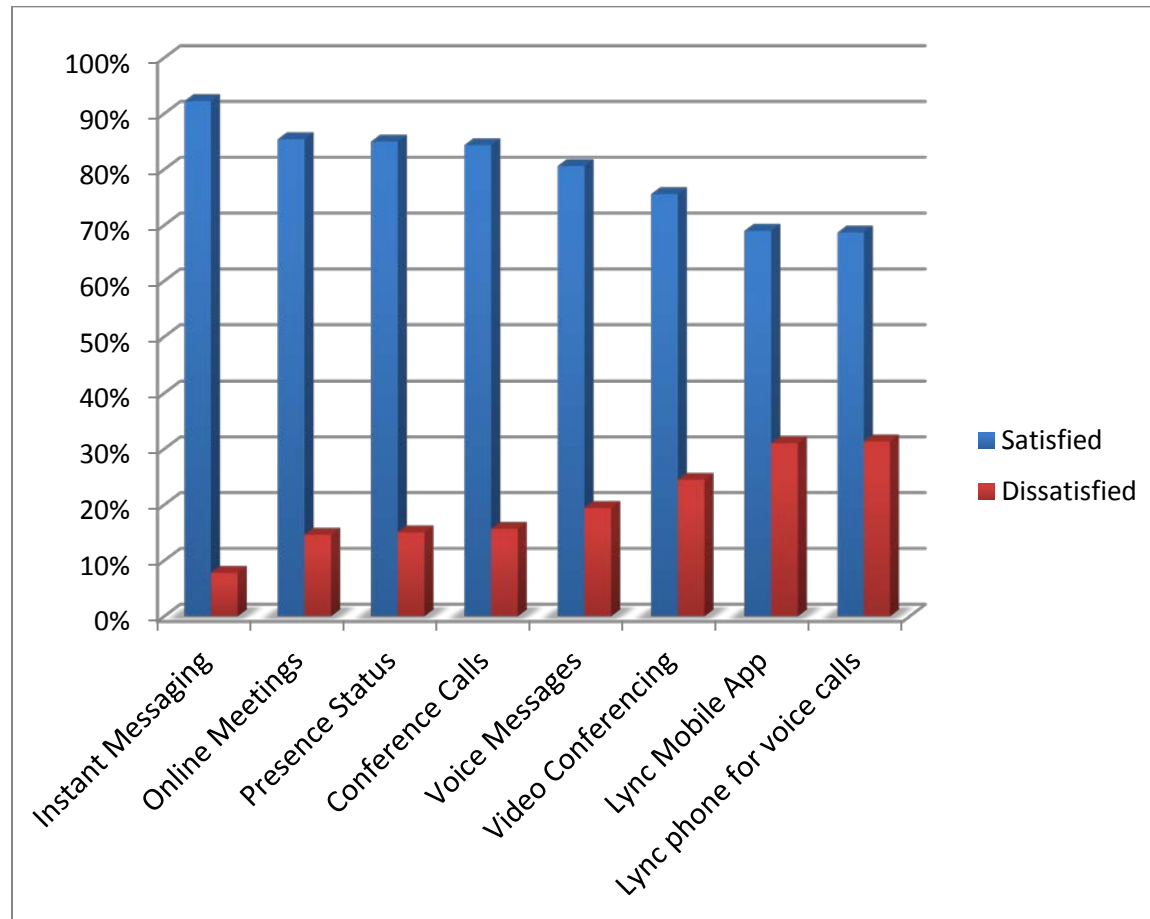
- 6,334 existing users of enterprise Lync voice
- We've upgraded to Lync 2013 Server for greater stability and enhanced features; since then:
 - Call quality issues have dropped to .35% of all Lync calls
 - Dropped calls have been .36% of all Lync calls
 - Microsoft says those figures are far better than their typical deployment
- Added Premier level engineering support from Microsoft and brought Unify², a Bellevue firm that specializes in large-scale, global deployments of UC/Lync
- We embedded Scott Helke in the Council to troubleshoot and resolve as many issues as possible
 - Scott provided individual demos to CMs who requested them
 - Worked with Council IT staff on stability and reliability issues
 - Fine tuned some staff configurations
- With Microsoft and Unify, we've been identifying systemic configuration or deployment issues and how to retool, including:
 - Audio delay in call pick up when someone answers the phone
 - Dropped calls
 - Call quality
 - Dialing before a phone number is completely entered
 - Network reliability
 - Switches and gateways, including new switching hardware that works better with Lync 2013

- Cabling, especially pulling CAT 5e wiring
 - Power over Ethernet
 - Documenting configuration issues so they can be permanently resolved
- Review of all current handsets and aligning devices to end user work patterns
 - Replaced Polycom 300 phones for Councilmembers with Aastra 6725ip that connects directly to the network instead of your workstation
 - Reviewed workgroup configurations of each Councilmember's district staff to streamline workflow
 - Firmware update of the Aastra 6725ip so it would not periodically log out
 - Surveyed new phones now available, in particular the Snom 720,
 - Selected the Snom 720 (which wasn't available when we originally deployed) for users who have high call volumes or need to regularly transfer
 - In partnership with Microsoft, tested and configured 250 Snom 720's for deployment with select users
 - Exploring options to address end user comments about the Polycom phone being too light or requiring connection to the computer to operate
- Review and, where advisable, reconfiguring UC/Lync architecture and settings of existing voice clients:
 - Met with Council district staff (except Hague) to review existing workflows and configurations and how we might fine tune those
 - Met with Council front desk staff to see how we might reconfigure their set up and perhaps install the Snom 720 with the additional multi-line console
 - Met with Superior Court courtroom and SC IT staff to discuss UC/Lync issues, configurations, use of response groups, and troubleshoot topics
 - Identified issues around use of response groups
 - Identified non-Lync related issue such as use of single Active Directory accounts by multiple people
 - Discussed deployment of Snom phones where appropriate
 - Discussed masking of numbers and complexity of voice policies
 - Met with FMD to discuss facility issues around use of conference call audio and UC/Lync
 - Walls in Superior Court were opened up for seismic retrofitting but weren't fully closed – creating channels for sound transmission
 - Noise-cancelling on the Polycom conference phone is so sensitive that it picks sounds in adjoining courtrooms or offices, such as when a photocopier is run and when metal blinds in an office brush together because of the HVAC
 - Met with Court Commissioner Velategui to discuss his issues, including use of a conference phone, dropped calls, and physical design of handset
 - We are looking at different devices for conference calls that might work better in his physical space.

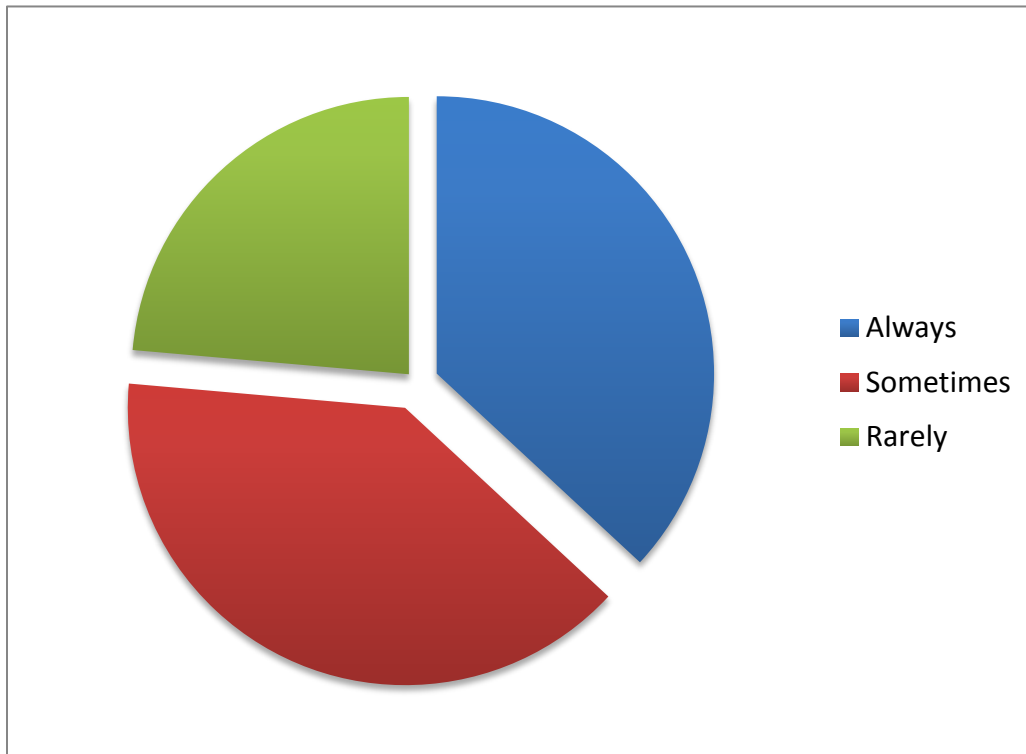
- We tracked a recent peer-to-peer call that was reported dropped and believe it may be because background sound is so low that one of the callers may have inadvertently thought they'd been disconnected and hung up
 - We offered Commission Velategui a simple, adjustable shoulder support that would allow him to more comfortably cradle the handset
 - Met with the Assessor's Personal Property team and DOA LAN administrator to resolve headset issues and vendor-set configuration errors for call audio
- We drafted, circulated to Councilmembers VonReichbauer and Dembowski and central staff, and sent out a countywide UC/Lync survey.
 - We got 1,200 respondents, including scores of open ended comments and about 70 people who identified themselves so we follow up
 - Survey showed satisfaction with UC/Lync Voice was roughly two-to-one positive
 - In the case of other Lync features – Instant Messaging, Presence, Voice Mail through Outlook, setting up Lync meetings or conference calls – satisfaction ran as high as 92%
 - No showstoppers were identified by respondents
 - The greatest areas for customer satisfaction improvement were around Lync Voice, including:
 - Dropped calls
 - Call quality
 - Audio delay when a line is picked up
 - Response Groups
 - Type of device
 - We wanted to accomplish several things with the survey:
 - Set customer satisfaction benchmarks so we could identify areas for improvement
 - Delineate a path forward that would help us better align training offerings for IT staff and end user learning styles
 - Show an deployment route that would make it easier for users to adapt to UC/Lync, increase customer satisfaction, and reduce the number of service tickets at the Tier 3 level
 - Unify² reviewed the results with us, and said the issues identified by King County staff closely matched customer comments they've seen in other deployments in both the private and public sectors
- One of the key things the survey underscored is the importance of training – for both IT staff and end users
 - Unify² says there are training opportunities for our IT staff to learn some of the specialized configuration protocols that will help optimize Lync 2013 to the King County IT environment

- For example, we want to provide new UC/Lync training to our Telecom staff so they acquire new skills while leveraging their knowledge of the legacy phone systems across the County
- End users show a wide range of learning styles so no one training delivery method is going to work
 - KCIT is implementing more interactive training modules
 - Microsoft is delivering additional online training
 - Unify² has a proven training methodology that we also plan to implement
- Training is a cornerstone to successful deployment and utilization of UC/Lync
 - Expanding the knowledge pool of KCIT staff means we can deploy more effectively and troubleshoot system issues more quickly
 - End user training lowers hurdles to adoption, helps introduce UC/Lync features in a logical order, and improves customer satisfaction by lowering frustration while increasing productivity
- We already have some new training methods underway and will be implementing more in the weeks ahead.
- We have examined the remaining locations and types of deployments to determine alignment with project scope, schedule and budget
 - We're finalizing a new model for deployment designed to allow us to install enterprise Lync voice at a faster pace with less need for custom configurations
 - We are standardizing configurations, on such items as caller ID masking, to simplify configurations while reducing the risk from too many specialized settings
 - We are reviewing end user business requirements to better align them with the right device for voice
 - We are upgrading select network hardware to improve Lync platform stability, reliability, and introduce system enhancements, such as "comfort noise" to avoid mistaken impressions that the call has been dropped

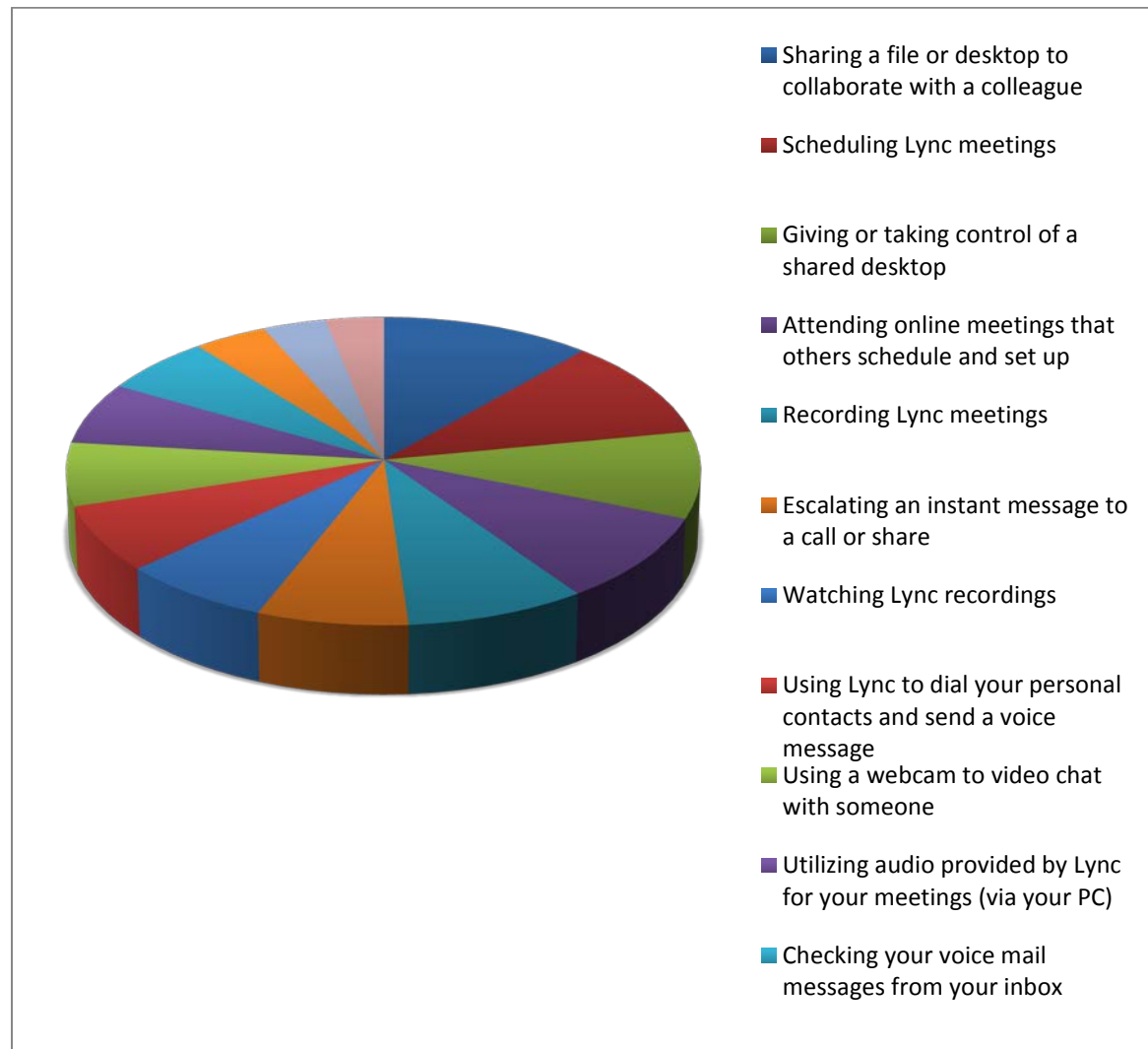
UC/Lync Customer Satisfaction by feature option



UC/Lync Use of KCIT Service Center



What UC/Lync Customers want to learn more about



UC/Lync Budget Information

Total project budget \$18,585,050.

LTD per the last expenditures report received = \$11,322,765

Funds remaining \$ 7,262,285

Q1 spend plan reflects an expected \$1,293,953, where actuals reflect \$562,984.

- We're interviewing to fill one Deployment Lead position and managing our large site deployment schedule with the two DLs.
- We don't plan to hire a full time BA back on the project, but will pull from KCIT BA resources as that appears to be a needed skill, based on the specific deployment.
- We're drawing phones from our current hardware pool, so not seeing purchases hit in Q1, but April/May should reflect around \$51K in phone purchases for upcoming deployments.
- We will see \$162,033 for hardware will show up in April expenditures, for a Network Switch and some new server hardware for the SuperTAP testing.

Sites already deployed include:

"Chinook 401 5th Ave"

"Radio Comm Shop (RCS) 855 s 192nd St #1000 Seattle"

"Sabey 3355 S 120th PL, Tukwilla"

"Precinct 2 – Sammamish 801 228th AVE SE, Suite 202 Sammamish"

"Brightwater 22509 SR 9 Woodinville WA (includes East Satellite Construction 12503 Bel-Red Rd)" <actually 2 sites.

"DPH Greenbridge 9942 9th SW Seattle"

"DPER move to Black River 900 Oakesdale, Renton"

"Admin Bldg (Risk Mgmt, CID, Assessor, RALS, BRC) < 5 cuts/moves to date.

"Auburn 340 E Main St 101 Auburn"

"King Street Center (KSC) 201 S JACKSON ST, SEATTLE, WA 98104"

"Regional Justice Center (MRJC) 401 4TH AVE N, KENT, WA 98032"

"King County Courthouse (KCCH) 516 3RD AVE, SEATTLE, WA 98104"

"KC Elections (Early Adopters) 919 S GRADY WAY, RENTON, WA 98057"

"Auburn Public Health 901 AUBURN WAY N Auburn"

"Yesler Building 400 Yesler Bldg, Seattle 98104" (KCSO & DAJD)

"Marine Division 801 Alaskan Way - Pier 50 Seattle, WA 98104"

"Burien Dist Court 601 SW 149th St, Burien, WA 98166"

"Bellevue Dist Court 585 112th Ave. S.E Bellevue WA"

"Issaquah Dist Court 5415 220th Ave. S.E. Issaquah, WA 98029"

"Marine Division - Pier 48 201 Alaskan Way S.Seattle"

"Shoreline Dist Court 18050 Meridian Ave. N. Shoreline, WA 98133"

"Redmond Dist Court 8601 160th Ave. N.E. Redmond, WA 98052"

"Department of Permitting and Env Review (DPER) 35030 SE Douglas St., Ste. 210, Snoqualmie"

"King County Aquatic Center [650 SW Campus Dr, Federal Way](#)"

"Kent Animal Control Shelter" (Early Adopters)

"West Point Jameson 2501 W Jameson & Arc Weld 4228 24th W" <actually two sites here>

"South Lake Union Streetcar Barn (SLUB) [318 Fairview Ave N Seattle](#)"

"Burien PD & KCSO Precinct 4 @ Burien [14905 6th Ave SW Burien WA 98166](#)"

"Orcas Bldg 707 S Orcas"

"Vashon Substation @ Vashon Comm Svc Cntr [10011 SW Bank Rd, Vashon WA 98070](#)"

"Precinct 3 - Maple Valley [22300 SE 231ST ST, MAPLE VALLEY, WA](#)

"Federal Way Public Health 33431 13th Place S Federal Way"

"Worksource Renton 500 SW 7th Renton "

Remaining sites we're listing as LARGE:

DPH North Public Health & dental [10501 MERIDAN AVE N, SEATTLE, WA 98133](#)

Public Health - Northshore [10808 NE 145TH ST, BOTHELL, WA 98011](#)

DNRP Renton (South) Treatment Center [1200 MONSTER RD SW, RENTON, WA 98057](#)

DOT South Campus [11911 - 12200 EAST MARGINAL WAY S, STE 100, SEATTLE, WA 98168](#)

North Facilities (Lake Union/Tank Farm) [12525 STONE AVE N, SEATTLE, WA 98133](#)

DNRP Canal Place [130, 150 W NICKERSON ST, SEATTLE, WA 98109](#)

DNRP - West Point Treatment (street aka Discovery Park Blvd). [1400 UTAH ST W \(aka Discovery Pk Blvd\), SEATTLE, WA 98199](#)

Public Health – Eastgate [14350 SE EASTGATE WAY, BELLEVUE, WA 98007](#)

Cedar Hills Landfill [16645 228TH AVE SE, MAPLE VALLEY, WA 98038](#)

DOT Bellevue Base [1975 124TH AVE NE, BELLEVUE, WA 98005](#)

DOT East Transit Base [1790 124TH AVE NE, BELLEVUE, WA 98005](#)

Public Health Downtown [2124 4TH, SEATTLE, WA 98121](#)

DOT Metro North (Base, Ops & Maint) [2160, 2310 N 163RD ST, STE 100, SHORELINE, WA 98133](#)

Environmental Lab [322 W EWING ST, SEATTLE, WA 98119](#)

RCECC, King County Sheriff, PSAP [3511 NE 2ND ST, RENTON, WA 98056](#)

Columbia Health Center [4400 37TH S, SEATTLE, WA 98118](#)

King County Admin Bldg (4th Ave entry) [500 4TH AVE, SEATTLE, WA 98104](#)

Assessor @ Black River [900 - 1000 OAKESDALE AVE SW, RENTON](#)

KC Elections (beyond Early Adopters) [919 S GRADY WAY, RENTON, WA 98057](#)

DOT Central/Atlantic Campus (at 7 different addresses)

Remaining sites we're listing as Medium:

KC 4 Cultural Services [101 PREFONTAINE PL S, SEATTLE](#)

Renton Health (incl dental) @ new site [10700 SE 174TH ST, STE 101, RENTON, WA 98055](#)

Youth Services Center (Tower) [1211 E ALDER ST, SEATTLE, WA 98122](#)

DOT Ryerson Base [1220 4TH AVE S, STE 100, SEATTLE, WA 98134](#)

DOT TCC/LCC [1263 6TH AVE S, SEATTLE](#)

PH - Environmental/Kent East Hill Health [13210 SE 240TH ST](#) FMD Moving to: [25742 104th Ave SE, Kent, WA 98030](#)
Jefferson Bldg (PAO, SC, DJA) (SCRAP) [1401 E JEFFERSON ST, SEATTLE, WA 98122](#)
DOT Van Distribution Center [18655 NE Union Hill Rd](#)
[Kent Regional Animal Shelter](#) (beyond Early Adopters) [21615 64TH AVE S, KENT](#)
DOT Power Dist Radio Maint HQ [2255 4TH AVE S, SEATTLE, WA 98134](#)
Renton Health (incl dental) @ old site [3001 NE 4TH ST, RENTON, WA 98056](#)
DNRP Renton Parks Shop/Office & DOT Vehicle Surplus [3005 NE 4TH ST, RENTON, WA 98056](#)
Pacific Bldg Seattle (KCSO CIU Move from KCCH) [720 3RD AVE, SEATTLE](#)
DPH Prosecuting Attorney's Office - Child Support [724 W SMITH ST, KENT](#)
DOT Transit Accessible Services @ Exchange Bldg [821 2ND AVE, SEATTLE, WA 98104](#)

Remaining sites we're listing as Small:

DPD NDA Division [1109 1ST AVE, SEATTLE, WA 98101](#)
KC Metro Transit - Employee Parking Garage [1233 6TH AVE S, SEATTLE](#)
DOT (Veh Ctr) and KCSO Prec #6 (KCIA) [1301 - 1333 Airport Way S, Seattle](#)
[Juv Probation Bellevue 13680](#) NE 16TH ST, STE 200, BELLEVUE, WA 98005
DPH - Clinical Services and Health Access (Kent) [206-296-4500](#) [1404 CENTRAL AVE S, KENT](#)
DOT Roads Division - Renton [155 MONROE AVE NE, RENTON, WA 98056](#)
DNRP - Bow Lake Transfer Station [18710 - 18800 ORILLIA RD S, TUKWILA, WA 98188](#)
DOT Roads Cadman [19101 NE UNION HILL RD, REDMOND, WA 98053](#)
DCHS/MHD Dutch Shisler Sobering Center [1930 BOREN AVE, SEATTLE, WA 98101](#)
DOT Roads - Black Diamond [20827 SE AUBURN BLACK DIAMOND RD, AUBURN, WA 98092](#)
DOT Roads Summit [22801 SE 272ND ST, MAPLE VALLEY, WA 98038](#)
DOT - Star Lake Roads [26701 28TH AVE S, KENT, WA 98032](#)
PH Lab & ITA Courtroom at Harborview Med Cntr 325 9TH, SEATTLE, WA 98104
Metro Westlake Customer Shop @ Westlake Center [401 PINE ST, SEATTLE](#)
DPD Kent (ACA & SCRAP) [420 W MEEKER ST, KENT, WA 98032](#)
KCSC Renton Probation @ [Plaza 451 Suite 200](#) 451 SW 10TH ST, RENTON, WA 98055
KCSO - Property Management Unit @ Barclay Dean Bldg [4623 7TH AVE S, SEATTLE, WA 98108](#)
DNRP Renton - DCL Recycling & Disposal [550 MONSTER RD SW, RENTON](#)
DNRP - Marymoor Park [6046 W LAKE SAMMAMISH PKWY NE, REDMOND, WA 98052](#)
KC International Airport (at 7 different addresses)
KC Medic [One 7064 S 220TH ST, BLDG 9, KENT, WA 98032](#)
DPD TDA Division [810 3RD AVE, SEATTLE, WA 98104](#)

ATTACHMENT 2

Unified Communications (Lync) Feedback

Customer Feedback

Design Survey

Collect Responses

Analyze Results

Edit Survey

Preview Survey

Send Survey »

To change the **look** of your survey, select a theme below.

Anemone ▾

Create Custom Theme

TITLE & LOGO

Edit Title

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Unified Communications (Lync) Feedback

+ Add Page

PAGE 1

Edit Page Options ▾

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Show this page only

We'd like to hear about your level of satisfaction with Unified Communications using Microsoft Lync tools. This survey will take about 10 minutes and is very important so we can understand how to provide you with the best possible service.

+ Add Question ▾

Q1

Edit Question ▾

Add Question Logic

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1. Do you use Unified Communications (Microsoft Lync)? (Please check all that apply)

- ☐ Yes, I currently use Unified Communications (Lync)
- ☐ No, I have never heard about it or am not sure what Unified Communications (Lync) is
- ☐ No, I do not have it installed on my computer
- ☐ No, I do not understand how it would benefit me or the people I work with
- ☐ No, I do not have sufficient time to dedicate to learning a new product
- ☐ No, I would need training before using it and training is not available to me from my department.

Other (please specify)

+ Add Question ▾

Split Page Here

2. If you have a Lync phone, please indicate which device you received from the project team. (Please check all that apply)

- ☐ Aastra 6275ip desk phone
- ☐ Aastra 6271ip desk phone (older devices no longer being deployed)
- ☐ Polycom CX300 USB desk phone
- ☐ Polycom CX200 USB desk phone (older devices without a display or dial pad and currently being replaced)
- ☐ Plantronics W-440 wireless headset
- ☐ Plantronics PL-610 single ear wired headset
- ☐ Plantronics PL-620 double ear wired headset
- ☐ Not sure
- ☐ Not Applicable

Other (please specify)

3. If you find that Unified Communication tools save you time, please indicate the efficiency per week (in hours).

	Saves me over 10 hrs per week	Saves 6-10 hours	Saves 1-5 hrs per week	Saves 1 or less hrs per week	Does not save me time	Not Applicable
Lync Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence Status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<div></div>					

4. In the past 90 days, if you've experienced any problems using the Unified Communications services listed here, how often has it happened?

	0 times	1-5 times	6-10 times	11-15 times	16+ times
Call quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dropped calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call pick up audio delay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Network outage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content/Desktop sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

+ Add Question ▼

Split Page Here

Q5

Edit Question ▼

Add Question Logic

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5. If you have experienced problems, how often do you report them to the IT Service Center?

- ☐ Always
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

+ Add Question ▼

Split Page Here

Q6

Edit Question ▼

Add Question Logic

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6. How responsive was the IT Service Center to reported issues?

- ☐ Very Responsive
- ☐ Somewhat Responsive
- ☐ Not Very Responsive
- ☐ Not at all Responsive
- ☐ Not applicable

Other (please specify)

+ Add Question ▼

Split Page Here

Q7

Edit Question ▼

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7. Please indicate your level of satisfaction with each Unified Communications (Lync) service.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Lync phone for voice calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence Status (green, yellow, and red lights next to people's names)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Video conferencing (using your video camera to connect and chat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice messages delivered via Outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lync mobile app on smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings (incl desktop sharing, presenting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

+ Add Question ▼

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Q8

Edit Question ▼

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8. Please describe a unique way Unified Communications (Lync) is used in your dept.

+ Add Question ▼

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Q9

Edit Question ▼

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9. Please Indicate your level of satisfaction with your Unified Communications (Lync) devices and support.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not applicable
Your headset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your desk phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lync phone training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications training (set up meetings, presentation sharing, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications (Lync) support and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

+ Add Question ▼

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Q10

Edit Question ▼

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10. Given your overall Unified Communications (Lync) experience, what would you like to see changed to make it better?

+ Add Question ▼

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Q11

Edit Question ▼

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11. How important are the following resources in helping you learn to use Unified Communications (Lync)?

	Very Important	Somewhat Important	Not Very Important	Not Important At All	Not Applicable
Trial and error on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from my peers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed training materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft product support site, knowledge base, or community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web resources or user communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from my organization's help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom instructor-led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online instructor-led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications project online reference materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email tips or newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<div></div>				

+ Add Question ▼

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Q12

Edit Question ▼

Add Question Logic

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12. Please indicate if there are one or more tasks that you would like to learn more about.

- ☐ Searching for a Lync contact
- ☐ Initiating an instant message
- ☐ Accepting an instant message invite
- ☐ Escalating an instant message to a call or share
- ☐ Scheduling Lync meetings
- ☐ Attending online meetings that others schedule and set up
- ☐ Using a webcam to video chat with someone
- ☐ Utilizing audio provided by Lync for your meetings (via your PC)
- ☐ Recording Lync meetings

- ☐ Watching Lync recordings
- ☐ Sharing a file or desktop to collaborate with a colleague
- ☐ Giving or taking control of a shared desktop
- ☐ Checking your voice mail messages from your inbox
- ☐ Using Lync to dial your personal contacts and send a voice message

Other (please specify)

+ Add Question ▼

+ Add Page

We are collecting some information to help us improve the Unified Communications experience for all King County employees.

+ Add Question ▼

Q13

Edit Question ▼

Add Question Logic

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13. Which department do you work for?

- ☐ King County Council
- ☐ King County Executive
- ☐ King County Prosecutor
- ☐ King County Elections
- ☐ King County Assessor
- ☐ King County Sheriff Office
- ☐ Superior Court
- ☐ District Court
- ☐ DAJD
- ☐ DOT
- ☐ DCHS
- ☐ DES
- ☐ DJA
- ☐ DPER
- ☐ DNRP
- ☐ DPH
- ☐ DPD
- ☐ KCIT

Q14

Edit Question

▼

Add Question Logic

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14. Where is your primary work location?

- ☐ King County Courthouse
- ☐ Chinook
- ☐ Administration Building
- ☐ King Street Center
- ☐ Corrections Center
- ☐ Juvenile Detention
- ☐ Maleng Regional Justice Center
- ☐ Metro Base
- ☐ Metro South Base
- ☐ Metro North Base
- ☐ West Point
- ☐ Renton Waste Water
- ☐ Brightwater
- ☐ My work location varies

Other (please specify)

Q15

Edit Question

▼

Add Question Logic

Move

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15. What is your typical work style related to Unified Communications?

- ☐ I'm a member of a response group
- ☐ I'm in a call center
- ☐ I'm a mobile worker, using a computer less than half the time
- ☐ I'm a mobile worker, using a computer more than half the time
- ☐ I'm a field worker, using a computer less than half the time
- ☐ I'm a field worker, using a computer more than half the time
- ☐ I work from home frequently
- ☐ I'm an average user (M-F) working at a desk

Other (please specify)

Q16

Edit Question

▼

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16. If you have specific feedback and/or would like to be contacted by a Unified Communications/Lync Voice Project team member, please provide your information

Name:

Email Address:

Phone Number:

+ Add Question ▼

+ Add Page

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Question 6: Comments on “How responsive was the IT Service Center?”

DAJD
have it, never been trained to use it
Not reported as it was a network wide problem
DCHS
I got one call back early on but nothing since
problem has existed since Lync installation; not fixed
The problems are so very frequent, to report each one interrupts service to the citizens of King County-- several minutes a day would be spent simply reporting problems rather than doing the work of the county.
When I reported in the beginning about dropped calls, calls coming in while I was on, missing messages, I was disregarded, so I stopped reporting my problems because they weren't going to fix anything.
DES
Depends on who gets the ticket.
Responded quickly but unable to resolve
District Court
District Court attempts to support its phones itself.
Issues are reported to KCDC IT, not IT Service Center
not sure....turned information over to my supervisor
The problems I have had are related to the phone system being on the intranet. These problems can't be fixed with an internet based communication system, opposed to analog which is superior.
DJA
average 3 days to respond
n/a.
To acknowledge the issue but no resolution as yet
DNRP
Can't report it because the phone and computer are down
I doubt IT would realize just how critical instant, independent communication is to WTD field staff
I stopped reporting problems a few months ago when an IT person said that KC IT is aware of the problems and knows they are Lync problems, not specific problems with my computer or my desk phone.
I would like to know that software bugs are getting fixed.
IT couldn't help when power was out or bumped by storms
not responsive on sound quality
They have tried to help several time without success.

Question 6: Comments on “How responsive was the IT Service Center?”

DOT
Becasue I have few other computer issues.
can't report when your computer is down...
Had to contact IT from my cell phone - no Lunc, no Phone
I don't bother calling it in.....too much trouble to deal w/help desk.....
I don't have time to report every damn dropped call.
I reported from the beginning that the message light doesn't work - they said they would fix it but it still isn't fixed.
IT has been responsive however there is nothing they can do about the audio delay.
Like my colleagues, I avoid contacting IT if at all possible. Responses are slow and it usually ends up taking more time than it saves.
My instances of failures appear to be net wide, not phone specific
Problem not with IT but with the system
the problem is usually that my PC is down and the phone is collateral damage
they've really tried and some are better than others.
We've been told the "personal contacts" issue is "a known problem" - no ETA on fixing.
DPD
However, had a really helpful guy when setting up a new phone for new staff
DPER
Been waiting on answers for logistical questions since Nov 2012 - instead they changed the logistics without providing the answers and it is not better.
they say they do not help for Lync
They will refer to the "communications" group who NEVER call back.
DPH
easier to just use my county iphone. these phones are terrible
I typically dont report to IT. Reporting to IT takes too much time waiting for them to call or not call or call when you are not around thus keeping tickets open and issues not resolveed.
No one there can fix the video
not teported an issue re: LYNC
not worth reporting takes too long to go back and forth with phone calls since we are in field all day
Once it happened when IT called me about a different ticket... but it was shrugged off.
our admin manages this
some of them need more trainning themselves to be able to fully assist us
They are unfamiliar with the product

Question 6: Comments on “How responsive was the IT Service Center?”

they said there was nothing they could do about it
They took Lync off once, but it got put back on
KCIT
It just gets escalated to the next level even of that's who had the problems.
KCIT Service Center is not the only KCIT group that handles these tickets. The question should be how responsive was KCIT to your issue.
No issues
Past trouble reports have taken several days to get a call back even so I have quit.
Service Center is not responsible for Lync issues!
The problem is the Lync support group, not the Service Center
they indicate they do not know how to support, it is a known issue
When I contacted the SC I was told my issue needed to be addressed by the Lync Team and was referred there. That then got me referred to a vendor for support, which got me routed to a request for new headset from my Dept. LAN team,, which remains unfulfilled.
King County Assessor
although ticket number issued I never heard back from them until I made my own calls
King County Council
Scott Helke is great.
they havn't solved anything so I don't bother reporting
King County Elections
King County Executive
King County Prosecutor
Don't remember.
if there is a problem, its KC wide so everyone knows
I'm working with the PAO IT folks who have opened up a ticket with KC IT.
There is no one to report our problems to - our IT department doesn't support Lync - there is no one to call
King County Sheriff Office
I notified my IT people about the email problem which solved the Lync problem.
never called them
Still have not rcvd response on one of my calls.
They are woefully understaffed. Delays are NOT their fault.
We have our supervisor place one call

Question 6: Comments on “How responsive was the IT Service Center?”

Superior Court
i contact Superior Court IT, who are extremely responsive.
I tell my immediate supervisor. He speaks with IT Services.
My impression is there are system wide problems
N/A
never let them know
Our IT department tries hard; the county IT department denies there is a problem
SC IT is Very Responsive
SCIT is extremely responsive and almost instant - county IT seems non-existent to me
Since I worked with the Superior Court IT I'm not sure how to answer this.
Superior Court IT has been great, don't know about IT Service Center
Superior Court IT is very responsive. KCIT less so
Superior Court IT. County IT only contacts us when "upgrades" caused new problems
To clarify: I contact my IT department, not a MS Lync department
did not fix the problem
problems not fixed
the service center is great at taking my information. hearing back from someone, that's a different story.

Question #7 Comments on Level of Satisfaction

DAJD
Dialing Issues
have it never been trained, therefore don't use it
I use work issued cell phone
last 3 answers N/A
sometimes people cannot call me, they get dropped calls
Unable to place phone calls on three different days
DCHS
425 area code does not work well, calls won't go through
calls interrupt existing calls
I accidentally hang up on people sometimes as it doesn't work intuitively when I am trying to use the headsets.
Missed call and voice mail messages
N/A
New employee; have not yet received any training regarding LYNC.
DES
call forward to cell phone - callers don't always hear the phone ring and keep hanging up and calling back
contacts outside of King County do not populate correctly in Lync 2013
Do not use these
However, I have not had occasion to transfer calls or conducted online meetings.
I am not sure my problem was network outage. My phone just did not work and I had to reboot my computer.
i do not have it and sometimes get calls which attempt to come through a computer that is not lync enabled; that is a problem
I do not have the phone. But i have been on the phone with others where the call quality is fuzzy/scratchy sounding.
i tried to my cell ring at same time ,can't receive voice then
I'm logged in to my workstation and into Lync, but Lync will show yellow triangle error. I lock my workstation at night but to get rid of the Lync error, I have to unplug the Lync unit and hope it goes through recycle OK.
lync and outlook are currently weird; IT has been contacted
N/A
No call audio unless I log off and back on
Not used
out of office messaging on my voice mail
phone not linking up
Phone not ringing on desktop

Question #7 Comments on Level of Satisfaction

stops my dialing because I don't enter fast enough!
Takes forever to boot up
The biggest issue is call quality. It is still tinny.
The Lync keeps popping up when I'm doing other tasks & seems that it's taking excessive time with calendar items
District Court
some lines have connection issues therefore when we are calling them it give you a disconnected sound
The problems are too numerous to list, but dead phones, failure to ring, failure to register missed calls, delays in voice mail or failure to register voice mails, fai
DJA
911 unavailability(temporary); caller id issues, periodically disconnected from computer
Court Clerks do not have a Lync phone. Co-worker phones in court often not useable as we can't log onto them either.
I am hearing impaired. When picking up a call, there is 3 loud tones before I can talk to the caller. The volume enhancer from the old equipment might be the culprit. When my phone was being installed the tech didn't know of any additional enhancers for the phone for hearing impaired people.
n/a.
Phone randomly answers in my response group even though I was not even touching the phone or computer
Previously reported to KCIT - recording quality has alot of static for the person leaving a message.
Specific phones just quit working randomly- ALL THE TIME
voice get distorted after putting someone on hold, It echoes, you can't hear the other person or the the other way around. Connection problem when customer calls.
DNRP
0 also indicates haven't used.
2 numbers with 425 area codes would not go through, received rapid busy signal.
call where person can't hear me, busylight requires reboot, lync upgrade required manual start
Cheap, light weight phone keeps sliding across my desk when I call.
computer goes down, can't use phone
Does not apply. No phone function.
don't use it
Great difficulties in meeting rooms and at desk top every time I have attempted to use.
handset went dark. Worked after unplugging, replugging usb
I called someone who had a lync phone and I could hear every key stroke they were typing.

Question #7 Comments on Level of Satisfaction

I could not make or receive calls due to an old account. Had to use someone else's until it was resolved.
I do not know how to transfer calls using Lync. Have not been using online meetings or desktop sharing. Mostly use Lync phone and conference calls.
Incoming video not up and running, yet
Locked phone
Lync doesn't load upon computer startup
Lync software quits midday every day and requires me to re-login if I want to use it. I avoid using Lync due to dropped voice signals and keypad problems. I use my old phone for outgoing calls and to retrieve voice messages.
Not applicable at this point. Network outages are the biggest concern for WTD emergency communications
Not applicable?
Not really applicable, VM quality is weird. Everyone sounds lispy
Not sure that desktop sharing is and don't have online meetings
periodically will not log in -- IT has not been able to resolve.
Phone goes dead
phone handset does not work sometimes and plays sound through the computer speaker. Phone just logs off and then will not reconnect to the computer.
Phones don't work when there are computer troubles (workstation), so contacting IT without email and phone services can be challenging.
Regularly experience difficulty using handset - I can't hear caller or they can't hear me. Not always able to hear VM and have to forward to co-worker to hear message.
There have been accidental hang-ups as people adjust to having a pop up onscreen for phone calls.
when the phone and the computer are out, how do I notify you? It is very inefficient to have the two linked together.
DOT
After hang-up, the call does not drop, but stays on the line for a while.
Busy signal when calling
Call quality is poor. Land line to cell phone always has audio delay when I speak.
Calls sometimes drop when I have my phone forwarded
Cannot call for help when experiencing computer problems
don't have a phone
don't use
First incoming call of day would not come through - works now
First outgoing phone call that I try to make in the morning, each day--it takes a while for the phone to "wake up," and transmit the call. Also, can someone please come in person, and sit with me for five minutes, and teach me how to announce and transfer a call to another internal staff?

Question #7 Comments on Level of Satisfaction

Had to reboot the computer several times in order for everything to sync up.
Haven't used online meetings
I have not used it
I think the LYNC phone has caused horrible problems.
I work remotely so much is meaningless for me; how would I know if I have dropped calls?
Lync 2013 no longer displays all info from Personal Contacts - makes it much more difficult to get used to "the new way" of calling people if I have to look up contacts and dial them!
Lync stops working for no apparent reason/locks up
Multiple delegate account does not work well
My headset completely disconnects and I must reboot it
N/A
NA
Not Applicable
Phone doesn't hang up all the time
phones fails when system is down
sometimes Lync goes offline by itself
This phone is awful compared to the phone I had in PCSS (FBOD); phone will not hangup all of f the way. Sometimes there is an echo.
VM call-in at 263-8113 not working - multiple times
When i try to call someone that has migrated over to the new system, the calls are not automatically fowared from old number to linc number
DPD
Have not used
Have not used United Communications service to my knowledge
Last 2 items should be "N/A"
DPER
ability for 911
haven't had any of these problems; did have a problem being able to connect to Lync
start to dial and get dial tone
Unable to dial specific numbers within area code, 2 days.
What is Content/Desk top sharing?
DPH
call forwarding to my cell is spotty
Can't use phone when connectivity is an issue. Can't call helpdesk when computer is not on.
could not make outgoing calls
Could not see vm on Lync, only on email

Question #7 Comments on Level of Satisfaction

did not use
I do not have the lync phone so not able to comments
I don't receive any calls on Lync.
it beeps 7 times before you're connected
Lync hijacks my computer, making it hard to get work done
my desk phone is not currently working and I cannot use it. My headphones only work intermittently.
N/A
not able to see call history, no access to update personal settings they are grayed out
Not being able to get messages through Lync only shows up in Outlook. I can't use my Lync headset to hear messages in Outlook. I have to use my speaker headphones to listen to the message in Outlook.
Response Groups, adding picture
Some phones in CNK still analog so entering a conference room expecting a Lync phone-- and finding it is analog has caused problems and time waste in recent weeks.
tech trouble with sign-in 1-3 times ... New interface is clunky
the last two should be NA I don't even know what that means
unable to make or receive calls. Had to use a different phone.
voice mail not workin
Voicemail notification have not always shown on Lync interface (server problems referenced).
KCIT
Contact list won't work, no presense in outlook (can't see if people are available in Outlook and can't search for them in Lync)
Delay in Response Group answering on Aastra 6725 set
Dropped calls and lower call quality have occurred but only when working from home and using Lync to call outside of KC over my personal wireless network
IE tab switch when incoming IM appears
It's not fully functioning now, since Friday. I put in a ticket but no response yet as to what is going on and it's not yet fixed
Making calls using my headset connected to the PC via USB, MANY instances in the past 2-3 weeks of having to call to the same number 3-5 times before it stops just giving me a fast busy signal instead of ringing. Also, some IMs do not come through if you have Lync open locally as well as remotely when coming in over remote desktop connection.
My old headset needs to be replaced and my request remains unfulfilled.
Phone only rings to desktop speakers; having an alternate ring system is a very important need. Calls lost due to lack of hearing ring. Computer speakers should not be dedicated to Lync ringtone as they are used for other purposes.
program re-boots, shuts down - several times
Receive certificate error when telecommuting and using AnyConnect to connect the KC network
the sound quality of my recorded greeting is atrocious

Question #7 Comments on Level of Satisfaction

This week I have problem calling out
Upgrade to Lync reset phone ringer option to headset; Had to reset to speaker
Using just the headset allows for excellent quality. The very brief network outages really didn't cause much interruption but did happen a few times.
King County Assessor
headset quality - cannot hear caller but they can hear me 16+ times
If both people are telecommuting sound quality is tinny.
Lync insignia pops up often, takes my time to close
no using
phone does not work
Phone number routing problems.
rarely use system, as it is currently only set up for IM
Signs me in as "presenting"
King County Council
Calls not hanging up when receive is put down
Number formatting does not allow system to make calls.
Phone sometimes goes to "hold" status when I hang up after a call.
King County Elections
King County Executive
Calls haven't been connecting well in the last few weeks. Sporadically wouldn't connect on calls even after multiple redials.
conflict with MS Outlook calendar
N/A
King County Prosecutor
An issue with software updates caused my phone to be unavailable for a full day.
Calls often don't go through when dialing; have to dial again
Does not accurately reflect my call/conversation history
Have never gotten the system
In one of our conference rooms, the audio does not work for Lync online meetings, and our PAO computers does not know how to fix it. But this is a computer problem, not a Lync problem, since Lync works fine our other conference rooms.
Not Applicable
unit just didn't work
With no explanation, my phone will sometimes not have a dial tone and I can't call or receive calls.

Question #7 Comments on Level of Satisfaction

King County Sheriff Office
Annoying ringing in my handset while I'm on the phone & there is an incoming departmental call
cannot dial internal or external numbers from time to time.
Difficulty when email was offline, no phone.
I have a hard time getting emailed voicemail to play on the right speaker
Multiple issues where it doesn't completely sync with Exchange servers
Multiple problems with accessing/checking voice mails
My laptop Lync seems to go offline throughout the day.
None since I won't use it
Unable to call out using UC - multiple occurrences
Superior Court
Caller calls me, cannot hear me, although I can hear them. I have to call them back and then they can hear me.
I receive voicemail messages that are garbled and not audible.
N/A
Network outage is a very big deal. It means no communication with the jail, for instance.
Transfer doesn't work, use "Park" feature instead
Unable to connect to Lync at different desk, problem not resolved yet.
video confrencing needs IT help with setting up a computer for JPC to view and sign orders
wouldnt let me dial a specific long distance number
calling 911 - constant problem
Lync does not sync up with conference calls
meetings "hang" audio quality dies, stops or stutters.
when the phone and the computer are out, how do I notify you? It is very inefficient to have the two linked together.

Question 8 Comments on a unique way Lync is used

DAJD
don't know
Have to be logged onto computer in order to answer the phone
I don't know how admin types use Lync, but it is no improvement on the decks. All we need are phones that work properly.
I haven't used online meetings and video conferencing features, so I answer N/A. May be in the future.
I use the phone a lot and there are many probles with this new system I will show a call on my computer, but it has not been set up for that as far as I know? I have not had any training for this system.
Ignored
It's horrible and I hate it
Lync is used by the main desk receptionist to answer calls from the general public regarding alternative sentencing options.
none we only use the basics at this time
Not applicable
Not sure.
nothing unique about how I use the phone
others in my Dept. and through the building have it and use it all the time. I have never been trained to use it.
We are for the most part using IM and the status to save us time. the voicemail enhancements have been EXCELLENT!! Also really like the convience of being able to share my desk top!
DCHS
answering emergency calls using calls groups
As the reception area/group, we deal with a lot of calls that we need to transfer to others.
Conference call, video conference and online meetings do not work well (or at all) in a cubicle setting and when others around us in cubicles try to use these functions it is VERY disruptive for the rest of us trying to work. A conference call or online meeting should be held in a conference room but Lync was not set up in our conference rooms, so that was a missed opportunity. In addition, not everyone received cameras in our Department, so video conference is not an option for everyone.
Crisis and Commitment calls
cuts down on phone-tag and trying to find people at their desk so that we can give them tech support. More tech, less looking and calling.
Don't use.
I have no idea why/what I would use Lync for, nobody has ever told us about it. It bothers me that I have to sign in for this and have no use for it.
IM is used to help check client's into the clinic.
Lync is the major contact for the public to our dept. Having to wait for the system to connect thru before I can speak to our customers is difficult for us and the customer.

Question 8 Comments on a unique way Lync is used

n/a
New employee (started 3/24/14); don't yet know how LYNC is used within our Department. I've not yet received any training regarding the features of LYNC. I attempted to participate in the available online training, but I'm unable to do so, due to issues with JAVA. Sent ticket to KCIT.
Screening calls- very high volume of calls in high stimulation area. The lag time before people can hear you is verrrrrry bothersome. You repeat your greeting 2-3 times before you are heard...
So far we only use it for phone calls.
There is nothing unique. The system is fraught with flaws and a great deal of time is spent apologizing to county citizens and outside agencies for the dysfunctional system and it's many problems.
we tried conferencing over video with the Renton Worksource. It was just too complicated and problematic.
DES
Apparently we have Lync phones but no one knows how to use them.
automated call distribution
Checking messages via Outlook. IM co-workers. Presence status eliminates the need to continually check to see if someone is at their desk....or on the phone.... or away from their desk....etc.
General communications
Have used it for online meetings. Tried to use it for interviews, but was not successful. Resulted in using SKYPE instead.
I use desktop sharing to troubleshoot issues with our web-based financial disclosure program in the Ethics Program.
n/a
Not used
Online review of documents.
Sharing a co-worker's screen for training
Since we don't have lync phones, we use it for IM and sharing screens. We also don't have mics or headsets so we can't do videos, but would like to.
Someone figured out how to record training videos by sharing his screen
The lync phones are sitting on the front counter (2), but we are only able to call out on them. I like them for that, but I would like to see them hooked up with full service.
Transferring voice messages via email
We need to do recorded statements in the investigation of claims. Its is a work around system instead of a feature of the system.
We often take recorded statements via telephone. This used to require a separate stand alone device.
We rely on Link to work with the field workers sharing Desktop screens to follow database exchanges. The messages delivered to Outlook, if on the phone, make our work easier...

Question 8 Comments on a unique way Lync is used

whiteboarding
District Court
AS A PHONE AS IN A COMMUNICATION DEVICE WITH THE COMMUNITY.
Coordinating the moving of defendants and attorneys between courtrooms
Got Nothing.
Group instant messages to alert others about special paper in printer or help needed at counter.
I can think of none.
I use my Lync for everyday use, as it is very effective when trying to see if another clerk is available at other courts, If we have defendant's that come to our window that does not belong at this particular court,I am able to look up the clerk at any other court in our jurisdiction and contact that clerk immediately. I am able to communicate with clerks that are in-court clerking..AMAZING FEATURE
i used the desktop sharing feature to show a clerk at another location how to log into our jail video program (jabber i think its called)
I work at our south division location but bellong to the office downtown. Instant messaging is wonderful to stay in touch with my team, work out bugs, coordinate work, get instant information and update them on my schedule.
Instant Messaging other clerks while in court
It is helpful to have the IM chat capability as a lot of times I am in a situation where I cannot call someone.
Messaging between employees is invaluable.
Nice to have IM option because we can't always communicate with staff that is in session in the courtroom - now we can without interruption of the proceedings.
None
Not necessarily unique, but desktop sharing is invaluable.
response groups
When we received new computers, we had NO training on how to get voice mails Frustrating situation that we had to "figure out"
DJA
1) Online meetings; 2) recording staff presentations for vendors; 3) recording vendor demonstrations.
I am able to IM someone and prepare them for a call that I am transferring over. I am able to let my coworkers know what the situation is with a case before they answer the phone. Makes for better collections.
I appreciate being able to use Lync IM when court is in session and I need to send a quick message to my bailiff in another room about what's going on in the courtroom, or if I need an immediate response from her. I also like being able to have that line of communication available with my judge while she's on the bench. I also like being able to send out group messages to other clerks to coordinate or send out a group question for a quick response.

Question 8 Comments on a unique way Lync is used

I use Instant messaging to communicate with staff when court is in session.
instant message
It is only used for instant messaging.
Large number of response groups rather than staff phones - Lync does not work well for counter phone/shared phone scenarios - we have far more workstations than staff, and far more staff than phones, but we are charged as if every workstation had a phone attached - there is no way to be frugal.
My phone is answered by someone else, and the appropriate calls are transferred to me. Lync is not great for this type of response group stuff. callers comment on how long it takes and how cumbersome it feels.
n/a
No comment.
Not aware of any
Outside call coming in and calling outside and other departments
The phone system is virtually useless to production of my department. It has caused mor effort in fielding call than the previous system.
We have quite a few response groups
We use it on a daily basis to communicate with customers, staff, courts and personal if needed. But, not happy with the drop calls and sometimes when customer calls in it's saying the connection problem.
DNRP
At a glance, can see a peron's status - away, busy, etc. IM is not used much as it is not very expedient. I like to see who called and left a message on screen.
Desk top viewing
Don't know of any. I just use to make phone calls
Don't know.
don't use it
ha ha ha ha ha
Hmmm...how do I know it's unique?
I don't IM. I don't do conference calls (in a cubicle, not office) I do not have a video camera. I don't have a County phone. I don't use online meetings (of desktop sharing, presenting) and wouldn't know how to if I wanted to.
I don't know of anyone in my department willing to rely on it.
I pretty much use the like a regular phone. No time to explore the many bells and whistles.
I think I need speakers when listening to vm via outlook yes/no?
Incoming customer calls on a regular basis from a customer service line. Outgoing calls to customers.
It can't be used to make phone or receive calls easily.
it is not used at this time

Question 8 Comments on a unique way Lync is used

It really is only used for online messaging. Other than that staff pretty much use it as any other phone system from what I have seen.
LOL. We're still learning to use so haven't gotten to the point where we can be creative and therefore "unique" in our usage.
Lync is used as a phone. Why was so much in valuable county resources wasted on this?
Lync sux.
My users share desktop via Lync for application's feature training. We always run into an issue that the screen becomes unresponsive when administrator credential on the desktop share machine required one. This is annoying and becomes a useless features for myself as well as the conferencee.
no unique uses that I know
None
None that I know of
NOT
not aware of unique uses in my department
Not yet fully implemented. All we have, as far as I know, is the pop-up that shows user's status, presence of those who have been selected *and* who are set up for Lync (some staff, even within my group, have few or no Lync features enabled), and instant messaging with those who are compatible.
Online meetings to save travel time.
Presence status is a waste.I don't need to know how long someone is away from their desk.
Staff from distant facilities can conference in with video, making it feel more like they are really in the meeting than just audio.
We do not have the phone system yet and I have not been to a training session yet.
When consulting with a colleague on a document or an issue I'm having with my work, I share my screen so we see the same material. It really helps me train staff on how to use information or learn how to use a software feature.
When I can get others of use it, IM is handy
With the old phone system, staff in cubicles were allowed to use supervisor's or manager's private offices as extra meeting rooms for conference calls or private calls when the supervisor/manager was away for meetings or vacation. I am no longer able to do this because of restrictions to login to their computer to activate the Lync phone. This has reduced the already scarce availability of private conference rooms in our building.
WTD has conference rooms at KSC and treatment plants that are Lync ready for video conferencing.
#NAME?
DOT
can't I don't have a phone.
Don't know at this time what constitutes a unique use of Lync.
Don't use items marked as "not applicable"

Question 8 Comments on a unique way Lync is used

I don't know. I only want a phone that I can answer, call out on, and transfer my customers to other staff in my department, to. I have a Polycom phone. It has a display. I have not been upgraded to Lync 2013, yet, am I supposed to be? I cannot transfer my customers, and as I walk around, I hear other staff also say to the customer that they cannot transfer them. They are busy, and cannot just take the time to study a manual page that the Help Desk sends to us, yet if they could come and just sit beside me for five minutes and let me take notes, that would do the trick, I think. I don't mean to be ungrateful, or critical, but if we are trying to save money, but many staff do not even know how to do the simple tasks of transferring their customers, we are not becoming successful with our new equipment in serving our customers, no matter how much money we are supposed to be saving. I do not do the fancy things with the lync system--I just want a phone that I know how to operate, to serve my customers with. I will sure try to learn to do anything I can, in order to do this.
I have nothing good to say about the overall superiority complex you get with certain Lync team members. May we all grow to be technologically superior gods like the guy I speak of. It is due to this person that I don't bother reporting things.
I hosted a larger meeting that was also broadcasted using Lync so folks out of town could log in and participate.
I use the headset so that my hands are free to work in a computer program when I am speaking with customers. I have the phone set to ring through my speakers as well so that I have both a visual and audio signal since I am on the phone, listening to messages or working in the computer program doing research all the time.
I work at a remote location and must remote to my computer downtown. Having the Lync calls on emails helps to identify, store and allow for voicemail action. Before I had to keep calling my voice mail during the day to see if anyone had left a message.
IM and status is used extensively. Saves a walking trip when the other person isn't at their desk.
I'm not sure if it's used in Transportation/Operations/Service Quality. I don't really understand what it is and/or why we would use it, although we use and are trained in Incident Command.
In addition to my own phone we have a multi delegate phone/account for cross job duties and another multi user phone/account for on call purposes. The multi delegate phone set up does not work well at all.
I've used it for presentations and only one non-king county person could not see the presentation. It emailed them a hard copy just in case to follow along, so it was probably user error. Some of my co-workers respond to my instant messages because they say they don't know how. OR, they see my message pop up and then email me a response. It's mostly user error. Sometimes my voicemail light is on for the rest of the day after I've checked my voicemail(s). It'll be off by the next time I log in. That's a little annoying.
Job interviews of perspective employees that live in another state. We were one of the first to do this.
Messages are quick. Just get info needed.
NA
no unique way used
None
none that I am aware of.
None that I know of
Not sure that it is used in a unique way....

Question 8 Comments on a unique way Lync is used

Nothing unique. We don't appear to be using its full capabilities and that may be due to lack of special equipment such as cameras, headset/microphones, or other basic amenities not included in your implementation.
online meetings.
Our administrative assistant now has two phones. It was determined this was the best way for someone to cover our general office phones when our assistant is absent.
Some people use it to pretend they are not here, by not using it, or always 'appearing away'. None of the messaging or conferencing features are in use by any project team members I work with.
Sorry can't think of anything unique. Other staff use video conferencing, online meetings, and smartphone apps. They have reported no problems.
To IM from the technicians work area to the parts dept. for parts request. However the IM dialog box does not pop up and stay on the recievers desktop. So when IM ing others if they don't noticed that the "L" icon at the bottom tool bar has a colored box around it they never get the message. Obvious oversight on the programers part. The lack of the pop op box greatly reduces it's effectiveness.
Unknown -- cannot define or describe.
We don't have the Lync phone system in Renton
We have a call group wich is way better than our group line used to be.
We have a phone-tree set-up ("if you want person A, press 1; if you want person B, press 2") within our section, which I understand continues to have problems.
We have a shared phone line, and we can now see the incoming calls in our Outlook Shared inbox. This is a huge plus.
We move it to the side so it is not in the way of our icons.
We need it to be a phone; unique usage at our desks is not helpful or a good use of our time.
We use the presence status to cover the main phone line if one of us is absent.
when the power goes out or the network is down, it will make us unable to communicate with citizens or the help desk.
DPD
Can speak for all, however I like that I can use my headset since the majority of my job is to answer phone calls. There are some features I like, however I do not like that I can hardly hear my in-custody clients.
n/a
None
DPER
As a regular phone.
Desktop sharing to troubleshoot system issues.
I use Lync to communicate with 2 other King County departments without traveling from Snoqualmie to Seattle.

Question 8 Comments on a unique way Lync is used

I'm not aware of anything unique.
Video and telephone conferencing. (Although it doesn't apply to me)
DPH
Boss doesn't understand or use
calling and receiving call from clients. using IM to communicate in the back offices (saves time) good method of communication.
communicating with front desk about schedule changes or client special requests
Don't know. I did have someone try to call me via Lync, so some must be using it, but not in my health center.
Getting incoming calls, consulting the person it will be transferred to, then transferring
I am an early adopter and am trying to move my colleagues to greater use of Lync for online meetings to save travel time. I actually prefer online meetings when working on spreadsheets or joint projects, because we can collaborate by sharing desktops. Saves a lot of time from traveling and going back to office to try to enter what I think we discussed.
I am an Interpreter, and my workgroup (Public Health Interpreters) uses Lync for telephonic interpretation, including conference calls. We frequently use the conference calling, conversation merging, call transferring and instant messaging features. We also update our status lines, on an hourly basis or even more frequently.
I do not know
I hate it.
I use presence status to know whether I should walk up a few floors to talk to someone, make a phone call, or just send an email. I love the instant messaging. The voicemail is weird, I still don't get why sometimes it plays through the desk phone and sometimes through my computer speakers.
I was recently in a meeting with online desktop sharing and it was incredibly slow to connect and although we spent 10 minutes trying with the SharePoint and Lync program managers to make it work we finally gave up. I figure if Christopher and Julie could not make it work others would be failing. May be an internet connectivity issues or compatibility with laptop. ??? No body had the answers and you can't get immediate help with Help desk so it is embarrassing on customer calls.
IM and to tell someones presence.
It is our phones. We use it whenever we make a call.
It slows down my computer when logging in and when using Outlook, otherwise it does nothing. I have received no instructions on using Lync.
Just for incoming/outgoing phone calls.
Lync is installed on all of our computers if we use the other features or not. A unique way that lync could be used in my dept is to provide a headset to take calls in the field without having to give up the astra phone options in the office.
Lync is my primary phone. We also use Lync to share desktops and IM when we are working away from the office.
lync mobile app on my smartphone- never heard of it!
Meetings with higher-ups

Question 8 Comments on a unique way Lync is used

n/a
need to learn
No Idea, when I am in clinic I am in patient rooms, and not at my desk, desk is not in teh same place day to day.
Not used at all for my team. We are out in the field most of the time and only at the computers for a very small part of most days.
only the desktop sharing and lync im
Real-time collaboration; providing training remotely
receiving phone calls from clients
Reduce the time needed to travel around the floor to various staff members' desks to review a singular document by using the screen sharing feature.
responded to your money questions before, nothing has changed, bad phone system, every training i've had has been nothing more than "sales pitches" on how wonderful it is. Maybe if everyone is on the system. 99% of my calls are from the general public and not on lync.
response groups
Since we routinely need to present or conference with people from outside agencies, this tool saves us all time and money. It makes life so much easier when we can have a field EMS provider call/log in from their home instead of have them drive downtown (battle traffic, pay for parking, etc).
To call providers to let them know there appointments are here.
training to do data entry using online meeting- desktop sharing
Transferring calls.
Use the response group settings for answering three distinct phone lines.
Used completely through out our department. This product should have been tested before King County committed to such a product.
Using IM our management team stays in contact using the white board feature. The white board feature in the IM window keeps the information for late arrivals without repeating in the IM field.
varies
video interviews conference calls
We instant message a fair amount, which is very helpful and more expedient than email in many instances.
We use IM messages to reduce the number of emails going back and forth within our section that require a quick response or more back and forth interractions. Saves time.
We use it for our call center without any que method or program that can que and track our calls.
we use it for response group calls, always falling out of the network and we are not notified that our phones are not working
we use it to share screens with coworkers who might be telecommuting.
We use it to train EMS agencies on how to enter data into a national surveillance registry.

Question 8 Comments on a unique way Lync is used

KCIT
Calls through the laptop headset?
Conference calls with white board, very useful.
Daily whiteboard meeting enables us to have remote locations collaborate real time and respond to emerging issues and share content.
For desktop sharing when users are not in SCCM, online meetings, whiteboard, Response group
I do not have a network connection in my office, so work at my desktop entirely through a wireless connection. Lync works flawlessly when I'm in the office - across the wireless connection - desktop sharing, large on-line meetings, etc... I also do not use my phone device. I just utilize the speaker and microphone in my laptop, tablet, or smartphone whenever using Lync for calls (including video calls and meetings)
I don't think that there are necessarily any unique ways we use Lync that I know of.
I use it to collaborate with business and technology managers countywide - in all County agencies. I use on-line meetings to save travel time. I use Presence to call when people are available, no need to leave v-mails unnecessarily or disturb people if they prefer not to be disturbed. I love listening to my v-mail when on train through my Outlook on my smart phone. I love to im people for a quick question/answer. I love using link to share documents rather than send via e-mail.
I used Lync a lot as a collaboration tool using desktop sharing to work on documents. I really LIKE that feature. I find it very useful for my work. I also like instant messaging for simple check-in and to get instant response.
I work 60+ hours per week (a lot in the evenings) and Lync has helped me be more efficient and feel less frustrated while coordinating meetings with vendors and staff. Between SharePoint 2013 and Lync, I've been able to develop a better experience for our managers and staff.
I work in KCIT, and we have been using Lync for quite a while now. I was part of the pilot program. I love it! It has saved me so many hours, and we use it for instant messaging, video conferencing, all staff meetings, and more.
I'm not aware of any unique way we use it.
Instead of a real phone.
It allows us to collaborate more fully and quickly.
Its nice when calling other departments and being able to see the availability of the person you are trying to contact.
It's not really unique, but we are able to walk around among the servers while talking on the phone to a server admin, which can be very useful.
Large staff meeting in KCIT with over 100 people in attendance
Like a phone.
Lync online meetings - desktop sharing & presenting
Many of us are often mobile and have our Lync numbers set up to simultaneously ring our mobile phones so we can receive our calls in the field.
meetings
My team utilizes the whiteboard for daily collaboration.
n/a

Question 8 Comments on a unique way Lync is used

None
Not Applicable.
Not sure
Not unique but used online meetings numerous times per week to quickly accomplish a meeting and its objectives without needing a conference room, motor pool car and travel time. Love it! As a trainer for UC I use or demonstrate any/all features as the situation merits.
online meeting with video conferencing
Online meetings allows the team to handle multiple status meetings with departments spread out over all of King County without the need to spend time in transit.
Online meetings and remote desktop assistance! Very valuable tool for IT LAN Admins
Online meetings, screen (document) sharing and tagging individuals so that I can get questions answered as soon as KC ee's are available or out of the office.
Our CIO holds department wide meetings with the staff using UC/Lync.
Personally, I like accessing voice mail recordings from my email - thus I can listen to voice mail from any device (such as my smart phone) without having to dial into some voicemail number/system.
Since we can have Online Meetings we can do them quickly since we don't have to book a conference room which can be a real problem. Sharing the desktop is fantastic !!
voice communication
We do a lot of online meetings.
We use Lync a ton for training, troubleshooting, and efficient collaborating.
We use Lync's UC services to share desktops during meetings - this enhances collaboration to see what someone is working on makes the meetings more like workshops (highly productive) versus lectures and status meetings. We also use Lync's UC services to see who is available when we quickly need a resource for assistance, and we use Lync's UC services to join meetings from calendar invites, reducing time lost in back-to-back scheduled meetings.
We use the online meetings to host our Whitboard
King County Assessor
I have a concern that interactions and meetings that are not person to person will stifle communications that are essential to a collaborative work group. Come on folks, our co workers are not located in Paris and Ontario. They can get themselves to a meeting that is within 45 minutes of their homes. We sit at our desks and run ideas by each other every day, it is essential to equity in the work we do.
In use by everyone
Like a telephone, but nowhere near as efficient as it is made up to be.
messaging staff during telecommuting days
Not used
POORLY, as only a portion of my Department has fully deployed the system
We use it to answer our general line using the response group and we utilize Lync for online weekly staff meetings which makes it ideal for staff who telecommute.

Question 8 Comments on a unique way Lync is used

King County Council
District specific (council office) response group is helpful.
Great ability to know when someone called through email alert and to access voicemails
I provide comprehensive information in a front line-type format. I primarily answer calls from citizens who are confused, angry, and questioning assessment and property taxes, or who have records and title questions. Calls tend to be very cyclical, i.e., multiple incoming calls seasonally depending on the tax calendar. Calls tend to come in during lunch hours when only one person is present. Responses can be very complex and time-consuming, and involve online research. During calls that may last over an hour, I need to be able to quickly answer other incoming calls while the first caller waits on hold momentarily. The time it takes to put someone on hold, click to connect to new callers, put them on hold and continue connecting is not reasonable. Also, the number of rings before a caller gets our voice mail is too long. Taxpayers hang up well before the voice mail comes on or when it comes on because they want an answer quickly. If they get voice mail, they don't leave messages, they call the "next number". A lot of our business is based on other agencies NOT answering phones in-person, based on customer input. Our customer base is primarily comprised of elderly persons and people who speak English as a second language, or busy professionals with large properties who expect a better quality of service. Lync is not made for front line responsibilities although I would admit it probably works well in other environments, such as bureaucrats and their staff, who work with each other and are not reliant on incoming citizen calls for workload. However I would remind you that we ALL work for citizens and our responsiveness to citizens makes a greater first impression about the County than all of the good back office work does, regardless of outcomes.
It is used as the butt of most jokes, and despite our best efforts to appreciate it, it always manages to fail us in a new and unique way. Sorry to be blunt, but it is the truth. Until it can complete calls - what should be the simplest function for a phone - no one will trust or appreciate it. That said, all of the additional functions are wonderful. But it has to be a phone. We take hundreds of calls from county residents, and the phone just has to work.
LYC is helpfull when i need to make another call to another Department so its used in my Dept
Multi line phones, specialized telephone number dedicated to a customer
n/a
None
None that I'm aware of.
Our IT Helpdesk staff use desktop sharing to help staff with IT questions
We use it to communicate with constituents, each other, and other Departments.
King County Elections
We use Lync to record people demonstrating new processes. Moving forward we have the video to refer back to and reference when creating written procedures.
King County Executive
Been hearing about it for a year or more but don't understand what it is nor am equipt to use it.
Group chats in lieu of adhoc meetings to quickly problem solve.
I don't know of anything unique....

Question 8 Comments on a unique way Lync is used

I generally ask people to schedule most meetings as online meetings so that those who are working remotely or who have to travel to reach the meeting can participate, rather than rescheduling the meeting to a time that everyone can be in the room together.
I have two different desks - one at King Street and one at Chinook. It is helpful to be able to take my phone # with me wherever I go just by hooking into the intranet.
I use Lync for all kinds of things and I use ever feature of Lync.
n/a
Not used yet, but was planning in a previous job (sheriff's dept), to create webios for training purposes.
nothing unique that I am familiar with
Only used on the desktop as we do not have Lync phones. I guess this is not unique though.
using Lunc by setting up a menu for various benefits i.e. benefits, Retirement, Leaves, Deferred Comp etc
We are able to conduct mini tranings via the Lync desk top capabilities. We are able to conduct IT business via Lync.
King County Prosecutor
I can't think of any.
I do not know.
I only use the instant messaging system. It allows me to communicate with people in other buildings more quickly than email.
It's not!
The ability to record online meetings for training purposes is a big improvement for us.
use it everyday to talk with others in office
Used an online meeting with desktop sharing to record a training/presentation that is accessible online on-demand.
we are not uniquely using it. we seem to be only using basic means
King County Sheriff Office
I am the only one in my unit that uses the Lync phone as we are unable to change the data that uses the phone number in the State and Nationwide Criminal Computer Systems.
I can't think of anything unique about it.
IM
Instant Messaging is very handy.
Instant messaging, outbound/inbound calls, transferring, checking to see if person is around
It is not used. They installed it and I just turn it off. I have several other means of communicating and will not add this one.
it is used to transfer calls meant for other people to my voice mail so they can be as confused as I am.

Question 8 Comments on a unique way Lync is used

its been down at least 3 times since installed, one time it took over a week to bring it back up. Phone is used for emergency's when it's down courthouse can not call in the event of needing help
main line calls are rotated to all employees.
n/a
None known
Not Applicable.
Online weekly meetings saves gas money and time.
The recording heard when calling the main number gives the caller options to take them to another number that can better serve them, e.g. Press 1 if you wish to report a non-emergency crime.
Used to communicate easily between departments. Pd to court, pmu, or records.
We are in a customer service setting and all try to pick up our phones for incoming calls.
We have used it to take recorded statements
Superior Court
As a Boat Anchor
Conference calls, regular calls
Frankly, the handset use of the phone is so unreliable I avoid it as much as possible.
I have no use for this stuff.
I'm not sure what this question means. It is a phone, used to make calls. It doesn't work well and results in misunderstandings and miscommunications between callers because of delays and other voice quality issues. It results in concerns re safety because it is linked through the computer, drops calls, the network is out and the phone cannot be used, and is not reliable even once the call is placed. There is not enough room to continue my thoughts here.
It is primarily used for phone calls, voicemail and emails.
It is very problematic in a court setting, where calls always have to be transferred to me to avoid ex parte communication. The phones drop speaker calls in court. Bailiff cannot answer my inside line, she can't have the phone work both in court and at her desk. If I am expecting a call but have to leave my desk momentarily, I have to have my bailiff sit at my desk. I HATE the impersonal and bureaucratic way it treats callers.
n/a
None
Not Applicable.
Often use the Consult then Transfer function, which is not available on all phones.
people sometime post thier out of the office schedule
Please see my comment above.
Review documents collaboratively
Sometimes, I speak with my nose.
the answers above refer to video confrencing via viper and not that on my computer
we use it for phone calls. Most everything that happens here is in person

Question 8 Comments on a unique way Lync is used

we use the front information desk phone as a general number for the Superior Court. Several different people cover this phone. This has caused unique problems and can be very frustrating. We also have several response groups we cover, one of which is the general number.

For my section As a phone. We were kind of excited about all the new and wonder things we were promised that Lync would do, but we've pretty much given up on those. We tried video meetings, easier to walk down to the conference room.

I have State computer, no LYNC headset, and can't hear voice mail from my computer

Lync is used as a phone. Why was so much in valuable county resources wasted on this?

We gave up using Lync for 911 - we have to use Centrex or fax lines.

We have response groups, which is helpful but also problematic when there are issues with Lync, which happens fairly often.

Question 10: Given your Lync experience, what would like to see changed?

DAJD
Be nice if someone would tell us what it is.
Better clarification on which desk phone devices were available and what the deployment issues would be for a given office.
Can barely hear people on the phone and the phone only allows 2 rings before it disconnects.
Customized for the work group
hole in center of hand set causes me to drop phone occasionally; angle of phone causes glare from overhead light so can't see who is calling; phone is so light that it moves around on desk with a pull on the cord while reaching for things. Haven't figured out yet how to set up headset and no time to figure it out. Need to retrain now that we have the basics under our belt so we can build skills since when we had training we had no idea what the system was going to be like.
It would be nice to be able to put an Out of Office on the phone just like you can in Outlook.
More hands on training
n/a looks good!!
On-line meetings are horrid. Between the delays and echo/feedback, it is not a productive alternative to meetings.
Provide video tutorial or paper copy of on how to utilize conference calls, online meetings, presentation sharing etc.
The Department, DAJD put these cheap phones out in the units. When people call my direct number, I can not answer the phone, People think I am ignoring them. This is awful to deal with. The sound quality on this phone is terrible. I get weird messages from people I don't know. We have had ZERO training with all this new stuff. However, I don't really care, I am retiring soon.
The initial training was terrible. It prompted me not to attend/participate in any additional training.
The phones are of poor quality. You can't prop them against your neck when you're talking. They slide off the docking area on the telephone very easily.
To get rid of it
training was very technical with no hands on practice or even visual look at the phones. Also it seemed to occur quite a while before the phone system was installed--?months
training!!!
training!!!!!!!!!!!!!!!!!!!!!! the web site we were given didn't have any training. Without any training it is just a phone that doesn't work sometimes. not a step forward but a step back.
Would like to see training on it, needs to coincide with my computer, and should not drop calls ect.
DCHS
A headset would make it much more convenient to use for conference calls and meetings. I hate having to hold the phone with my shoulder while I try to type! Also, the one Lync-related ticket I did submit got passed in circles a couple times and I finally just closed it unresolved because no one would take responsibility. The buck should stop somewhere!
A new system that actually fits the needs of my department rather than the employees having to compromise and make do with limited and poorly designed application.
Considering the volume of calls we transfer, it would be fantastic if transferring a call was simpler (currently takes 5 steps to transfer a received call via Lync on the PC, and I haven't a clue how to do it just using the physical phone).

Question 10: Given your Lync experience, what would like to see changed?

Easy access to easy-to-understand, readily accessible training material. If the link to the on-line Lync handbook were on our desktops that would be great. We could then have immediate access to detailed answers on "how to" do assorted things on Lync - from the simple to the complex - from instant messaging, retrieving voicemail to forwarding a call, to setting up on-line meetings. Lync is fine. Does take some getting used to, even after all this time. With the new version of Lync, I have had - so far - no episodes of being de-Lync-ed from Lync. Those episodes used to be frequent. So that's a great improvement! The presence status indicator doesn't always work properly.
Eliminate the phone's "Lock" status...no one knows what this is for or remembers their unlock password! Provide a better "New voicemail" indicator. The tiny dim light on the 1 key is barely visible. Simplify the menus: Lync does 300 different things but I only need three of them: voice calls, voice messages, and I can't remember the third one.
Get it to work more then 2 weeks at a time. New issue and next.
Have landline backups available for when internet goes down. Improving work station settings so that we can use Lync more effectively without improsing on our co-coworkers, the space we're in is completely open and if we start to have meetings from our desk that will change everything.
I do not like the dialing on the computer- it takes longer than just using a phone. 2nd if you don't dial fast enough the system act like you have misdialed.
I would like to be able to click a number in my Outlook and have it be dialed.
I would prefer not to switch to the Lync phone operating system. I currently use the phone for interpretation services needed to provide clinic services to clients.
I would rather we didn't use it.
I'm satisfied. I need to use the system more fully (video & online meetings)
I'm sure there is a lot more I could be doing with the Lync system but have no idea how to use it other than the basics and haven't received any training
Just need more time to make use of the available training resources
n/a
pain to place phone calls. The links to place a call are delayed, and don't always work. If I do a manual dial, and don't dial 'fast enough' because i'm trying to both read the number online and press the numbers, it cuts off midway through the number and gives me dial tone and i have to start over.
Please provide training to new employees.
Real world labs where people go to get training, but the entire class takes turns being the presenter to the rest of the class in a round robin fashion where all attendees have the responsibility to stay until all are equally trained (equal opportunity), not 'okay, I'm trained, see ya!'
User friendly quick tips given days before the system goes live. Contacts for specific problems when they occure.
Would like to be able to use phone without computer on....don't think that will work; but, it could be helpful when computer is off.

Question 10: Given your Lync experience, what would like to see changed?

DES
1) I would like to know that when I use Lync it will work. Now, most of the time I make calls, I have no confidence that the person called will be able to hear me a problem I have been told is a problem with Lync and not my devices. 2) I would like phone numbers to not be automatically added to my contacts list. I only want numbers to be added if I add them. I want to manage my contacts list, not the system.
1. not having to reboot the phone ever. 2. when I remote, having my phone come with me on the phone wherever I'm sitting (e.g. office sharing)
Better call quality and less dropped calls.
Better call quality, no dropped calls. Recorded statement feature instead of a work around. Better overall reliability.
Better training, better call reception
changing the name to Unified Communications is not going to fix the problems! Your wasting money! Lync pops up and steps ontop of email with phone number so you can't see the phone number anymore!! Really annoying! It should not matter how fast I enter phone number to call out! Should not time out and drop the call!!!
fix the volume on phone calls and for voicemails in outlook - they are too low to even hear during phone calls and when I replay the voicemail messages. This is even when I turn up the volume to the maximum level.
Go back to Lync 2010 because it has more of the functionality that I use (e.g. in Lync 2013 the presence dot is no longer visible in Outlook, and I used that ALL THE TIME) Fix the issue of computer audio causing the phone to freeze until you log off and back on (which means you can't receive or make calls) If I pick up the receiver and click Play on a voicemail from my inbox, the dial tone doesn't go away and eventually I get the fast busy signal and have to hang up partway through the voicemail. This makes emailed voicemail completely non-usable.
Has not worked well, when the network is down the phone can not be used which is a large impact on my work. Training has not been good, I still have trouble with calls being interrupted if a another call comes in. The new service is a disaster.
Help me to understand how to do some of these things by having a face to face or an online classs.
I am not a lync phone user and can no longer call long distance through my computer which is an inconvenience
I don't like the new interface. Sometime recently it was changed and I find it difficult to figure out. I can't seem to figure out how to put the keyboard on my computer screen, for example. Much less user friendly/intuitive.
I don't like using voice commands to get voice mail ... command for vm ... pause ... short song... didn't understand my command.
I need to be trained better.
I noticed there is an effort to provide classroom style training for Lync products, which is great. I would like to see the same content available via online training or via a self-service wiki or knowledgebase. That way, I can get the information as I need it and can utilize it, rather than having to attend a training session where I might not get a chance to utilize what I've learned. (Perhaps those resources are already available and I just am unaware?)
I received a short training prior to installation. I think that a follow-up training should be provided for those who would like to become more familiar with the system.

Question 10: Given your Lync experience, what would like to see changed?

I would like better quality phones. Callers both internally and externally have a hard time hearing me even with the volume on high. For me, I do not feel that a headset is a good alternative. I have experienced problems with Lync where I was not able to pull up contacts or dial pad on my screen the only way to make a call in that instance is to have a Lync phone and use that dial pad. A phone that works consistently would be good. More jelly bean options would be good or the ability to customize them.
I would like full lync on my floor, 6th floor admin.
I would very much like to have my instant messaging history saved to my Outlook Exchange account. I realize that this is intentionally prohibited, but it would be very helpful to me. Additionally, the call history is no longer active after 1/23/14, which is something that had been quite useful to me. If our privacy/data policies could be updated to allow for these functions to be used, it would be very helpful.
It would be great if you could establish notification rules so that you could be notified when someone was back at thier desk. Everyone should have wireless headsets.
It's hard/non-intuitive to set up out of office messages. Can I create contacts for non-KC people?
just need more time to learn all the functionality and practice it. I still don't know how to create an out of office voice mail message. It might be helpful to have some place to go where I can look up instructions...similar to the "help" function in MS Office.
Learning how to use the phones that are sitting on the front counter of our lobby.
Love to see the ability to initiate a lync call through outlook - want to call someone after recieving an email from them and can't just click their icon in the email to initiate. Would also like some help setting up the lync app on smartphone.
Lync need more work on it to before anymore problem with it.
Not sure I know enough to recommend a change. Maybe later, down the road.
our department received very lillte training for LYNC
Provide training tailored to the user's needs. Provide tech bulletins when updates impact a user's operations. Improve voice quality. I have never in my lifetime worked with a "land line" phone system that required me to frequently ask people for information again or repeat information because it tends to become garbled at the most inopportune moments.
Since training was too early, trying to find the right documentation isn't always possible or easy. Problems (Lync phone error) that were ID'd early on were not resolved so it's unknown if these should be reported when they happen again or if they have been resolved.
Stop dropping calls, headset that works and quits giving me speaker error, stop freezing my computer so I have to force shut down at lease once a day, being able to transfer call without typing in number.
The line transfer takes too long to scroll down. Makes the customer wait too long for a transfer.
The only issue I have experienced is an almost feedback on my wireless headset at times. It is very distracting and even though I turn my volume all the way down, it does not stop uless I mute my line.
This what I'd like to see change: 1) transferring calls should be simplier; it is a two step process when providing phone numbers to callers - I look up the number in the Outlook Directory, give the number to the caller then I transfer the caller. 2) With the old system, calling main numbers (for example to director's offices) we use to reach a person quicker; now we and/or the caller must listen to music, a recording, a menu, then make the selection. I've noticed that our call volume has decreated dramatically. (These are calls we receive on our main line and the Director's main line.)What

Question 10: Given your Lync experience, what would like to see changed?

Training on how to use the features of the system.
Unified Communications training
Upgrade our Outlook software from 2007 to most current to take advantage of Presence next people's name in Outlook. After the upgrade to Lync 2013, that function does not work with Outlook 2007.
Voicemail is complicated when accessing on the phone - it's much easier to listen to and forward a voicemail on the computer. Having the phone and computer as one system makes it difficult to use the phone when the system is down. I was unable to make a call to IT staff when they were working on my desktop remotely and I had a question.
We need real training. Training the does not include trying to use the device to access the training. There has not been a solution for outside contacts in lync and there is no way for a person that has a delegate answer their phone to pick up the line again. You have to call the caller back.
Won't know until I have the Lync phone and be able to use Unified Communicaitons to the fullest extent.
District Court
ability to call out without login in
At times, certain phone lines drop service - for example - the court security - it makes it kind of difficult and stressful to get an officer into the courtroom to book a deft or to help in a volital situation if we can't get a hold of them on the phone. this has happened several times since we have been on the lync system.
Easier to transfer calls within our office.
Having to be logged on to computer to make a call has been a challenging issue - as time goes by I am getting use to ut.
I would like a more visible notification when an IM is received or an IM is returned. Before our update, it flashed orange and was obvious. Now it flashes lightly and it can do that for hours before I notice it.
I would like to not have to be logged on to my computer in order to make a phone call, I would like my computer not to shut my phone off if I am logged on and step away from it because it is locking my computer for non-use,I would like to see missed calls that happen when I am not logged in at the moment they only show up if I am logged in and I do not answer.
I would like to see King County go back to an analog system.
Incoming calls take a few extra seconds to come in. Outgoing calls get dropped if you don't dial number within time allotted. Also, the number dial is challenging at times when hitting keys.
It is a pain to transfer phone calls
It is better now that I have a real phone would like to know how we are to call 911 if the computer isn't functioning
It is not only cumbersome but time consuming to transfer a call. It would be nice to simply have a transfer button that immediately places the caller on hold like the old days. Currently, you have to click a button, select "transfer call," then "to another person" and then type the person's name/number at which point the call is placed on hold and transferred. It takes a total of about 10-15 seconds.
less delay on transferred calls before person is on the line, better searching for a contact information when trying to transfer a call
More information on troubleshooting

Question 10: Given your Lync experience, what would like to see changed?

more training. transferring calls is very difficult.
Quality of performance on calls is low. If I work in Superior Court, I cannot use the phone because I cannot log into the system. I have not received any training in setting up video conferences or other meeting related services or sharing services.
Response group calls do not ring to all extensions at the same time. It rings first to the last phone where someone picked up. Frustrating. Problems with dialing need fixing...will revert back to dial tone if you pause while entering a number. Difficult to retrieve voicemail and options within voicemail are limited. Resource materials are limited to brief, unhelpful, sales-pitchy paragraphs that are not specific enough and don't address problems. The audio delay is ludicrous. Sometimes it seems not to pick up unless you speak. Holding a phone that is ringing in your ear is immensely frustrating. Need options to transfer on device. Sometimes the pop-up box does not appear on the computer, and then you cannot do anything with the call.
There is a pause when you answer.
To be able to Page people to certain areas. Like the Police Officer to assist in a courtroom that has an incusdody to take away or a person that has gotten out of hand and refuses to stop what they are doing.
Training, once you get the basics down. Its too much info before you actually have the phone to use. Then once you get comfortable with basic usage, you know you can do so much more, but just can't remember how. A "refresher" would be nice.
WHEN THE SYSTEM IS DOWN THERE IS NO WAY FOR CLIENTS TO CONTACT ME OR FOR ME TO CONTACT THEM / OR IT FOR HELP. WHY WOULD KING COUNTY ACQUIRE A SYSTEM DEPENDENT ON A COMPUTER NETWORK THAT IS UNDEPENDABLE. HOW ABOUT ACTUALLY RECEIVING THE VOICEMAILS IN REAL TIME INSTEAD OF BEING DELAYED FOR UP TO TWO HOURS. THIS OCCURS ON A WEEKLY AND SOMETIME DAILY BASIS. EITHER THE VOICE QUALITY IS STATIC OR SOUNDS AS THOUGH THE PERSON IS IN A TUNNEL. FRANKLY IT MAKES ME LONG FOR THE SYSTEM THAT IS SHOWN IN "MAD MEN". NEVER HAD A PROBLEM GETTING MESSAGES WITH THE ANALOG SYSTEMS. I WOULD LIKE TO SEE A PRODUCT EQUIVALENT TO WHAT WAS REPLACED BY LYNC.
With the headset, I would love to have an additional headset to travel to other desk, and to have the headset have a band to fit the head instead of only in the ear.
YES.
DJA
1. Phone does not lock when it wants to 2. No time delay in answering phone 3. When you press transfer, I don't want to wait for the other person to pick up before I can hang up the phone otherwise it won't transfer 4. Be able to recall an IM 5. I wish transferring was easier on the actual phone, where you don't have to go thru the menu to select it and press so many buttons.
Ability to either retract or edit IM messages
Basic functions should work well and reliably. I appreciate there is some, modest, value in having integration between phone and computer. However, it does not make up for a phone that simply doesn't work well as a phone.
Better reliability and much better response when there are problems.
Better service with connectivity, and eliminate drop calls...
better training for all features on the services

Question 10: Given your Lync experience, what would like to see changed?

Call and recording quality (sound) improvement Realtime Presence update Ability to see more than one person in a video conference call Well informed trainers Better communication regarding solutions Alternative communication when network is down
Clearly the service has major issues. I would like to dial a number and not wait 10 seconds and have to listen to a series of tones prior to hearing the phone actually ring.
Eliminate presence status Eliminate activity feeds icon Eliminate conversations icon Eliminate duplicative services that are available in Outlook
I am happy with Lync at this time. No changes needed.
I haven't used it enough to have any input on this. I do like the instant messaging and status of my co-workers.
I hope to have a refresher course on Lync phones and other Lync features if my position changes to require use of a phone at my desk.
I would just like my phone to work on a consistant basis.
I would like the call log to be active on our desk phones.
Instant messaging works very well and I really like it. the phone has some challenges, perhaps need more training with our It staff when there are difficulties.
It would be nice to have a link to a Lync manual right on the Lync interface. As it stands, someone at our department help desk may have it and I have to go looking for it. The document in the KCIT intranet page is not as detailed as the documentation that I get from my own department.
Make using the park function simpler - fewer steps No delay when answering the phone
n/a
No comment.
Once someone picks up the line, the voicemail should stop automatically and not continue with the messaging. Also, the delay time is still quite long and the caller ends up dropping the call thinking that someone is not picking up.
Return to regular phones that allow one to put calls on hold and be picked up on other phones without doing the parking whatnot and code to retrieve call; plus no delay in sounds.
some way to better handle my scenario: staff answering calls for me and transferring to me. in general response group stuff feels like a major step backward in this phone system.
The ability to have very different ring tones. When you are in a response group the ring tones are way to similar to know what phone is ringing without looking at the readout on the phone. When in a response group the read out on the phone is small and there is too much unneeded information before the response group name making it harder to know if you should pick up the call or not.
The biggest problem is one that cannot be changed, and that is no network = no phones
The call quality needs improvement. The training was too much too fast. It should have focused first on the existing services that were being replaced by lync and then followed up with the new potential features. The delay when calling someone who is part of a response group is crazy and many complaints come in from customers.
To get rid of it and go back to regular phones.
Training should be modified to fit the business needs of each department.

Question 10: Given your Lync experience, what would like to see changed?

We have 2 incoming lines in one department. It would be beneficial if the ring tones were different for each line. We now have to walk to the desk phone to view the screen to determine which department should answer. A considerable waste of energy and time.
DNRP
1) We need to use Lync to have online meetings with people from outside the county system, who do not have Microsoft software, and/or do not have the latest computer equipment or software. Lync does not work well for these external clients. 2) I find Lync online meeting settings and controls cumbersome when compared to Go-to-Meeting. 3) We need more interactive trainings. Lync has a lot of options. It is easy to make a mistake in settings and hard to troubleshoot such mistakes (even for the IT Help Desk).
Ability to access phone messages when computers are down
ADA compliance from the start would be better. I had to research issues myself and then request a busylight in order to be able to see the "ringing" and change from a phone (which had nowhere close to sufficient volume) to a head set to get sufficient volume. I am surprised that Lync hardware is not generally designed for the hearing impaired.
Better (heavier) phones; easier way to call people using my computer and not phone.
Better access to what other users are doing with Lync and possibly a best practices document.
Better call quality.
better desk phones too many emails
Better phone quality, it is really a problem on conference calls in particular.
Better training on the meeting and conferencing tools and options.
Call volume and ring tone of desk phone offered louder than current range.
Can we go back to regular phones? What was wrong with those? This Lync phone has complicated a very simple process.
Can't really think of anything.
Can't think of anything. Naturally, the system must be dependable and working at all times.
Change how contacts are edited.
Consistent training for all new staff and all staff receiving upgraded phones. If it is done online, make sure managers allow for staff to take the time out of their other work to complete the training(s).
Contacts in my outlook that are external to King County, don't fully appear in Lync to make phone calls. Very frustrating and defeats the whole purpose of communication unification. Secondly, at some frequency when I hang up the call is put on hold rather than hung up. Third, I cannot find any help via Lync help that talks about call waiting.
Cut out the features I don't need and won't use. I really just need phone, voice mail, and maybe sharing my desktop. My phone doesn't need to sync up to Outlook. When I first got the system, I spent a lot of time disabling a bunch of extraneous features so that my phone would actually ring all of the time, rather than going to voicemail because I have a reminder appointment on Outlook, or some other 'helpful' feature I didn't know about until it started causing problems. There are still times when I get the volume icon on the phone, and I can't receive calls. No idea why. It also changes my default settings at random. Even though I turn off the little chimes every time I get an email, it will randomly reset the settings and I get those auditory chimes that are so disruptive. I have to go in to my settings and change it all again.
Desk phone buttons are not very responsive; when it's time to order new ones, we should look for better product.

Question 10: Given your Lync experience, what would like to see changed?

Disaster testing
Don't know at this point.
Get rid of Lync. Lync sux. It is a huge waste of money.
Give us the option to eliminate the Presence Status light. I'm tired of being tracked by my coworkers so I just log out of Lync.
Go back to separate systems. If one is down, everything is down. Very inefficient. Hard to see when I have a voicemail. Why does my phone have a light as to whether I'm here or not? I know when I'm here. Use that larger light to show voicemails, that would be more useful.
had to provide my own headset.
Have more training. Offering it in the summer before we have the equipment, making it mandatory, then not offering it once we have the equipment isn't the best way to help people learn and adapt to change. Take King County's own Change Management Training. It is great. Employ it as you put out this new technology.
How to check voicemails on your phone/from other phones is very difficult to figure out. I'd like to see a cheat sheet on that. Also, it's REALLY annoying that it's tied to the computer as when your computer is down you can't make a phone call. That has happened at least twice to me since this roll out. To that end, when leaving for a meeting and you shut down and then need to make a phone call to check on something....you can't. Frustrating.
I do not know how to search my contacts - it will always pull up the email address instead of the phone number when I type their name into the search bar. When I enter in their number it will then recognize their name.
I do not like the keypad on the phone -- the keys wobble all over so it's hard to tell if you've pressed the button or not. I also don't like that if I pause, it will dial whatever I've input so far, so therefore I have to leave the receiver on the hook till after I have dialed. It is trying to be smart, and I don't like that.
I had a very frustrating and time consuming experience trying to set up conference calls on 2 occasions. Many of the larger conference rooms do not have a real conference phone and some rooms don't have phones of any kind. Each time I reserve a room that involves making a conference call I have to physically go to the room to make sure there is a usable phone in that room. The 8th Floor Conference Room in King Street Center doesn't even have a phone of any kind! I spent a significant amount of time trying to arrange for a conference phone for a webinar in that room for a large meeting that I recently hosted. The LAN/IT folks were helpful but getting a phone was out of their control. I found it very frustrating that the largest conference room in the building did not have a phone available! The regular polycom or Astar phones don't work well for conference calls in large rooms with a large group of people. Suggest that an inventory of conference room phones be conducted and more appropriate technology be placed in the larger rooms.
I have to switch to the handset to the headset to listen to some voice messages but others I can hear through the handset. I don't want the keypad to show all the numbers on my computer monitor when I punch in my social security and access number used for telephone banking.
I haven't had a lot of experience with LYNC yet, but what I don't like is how complicated it is to use (maybe this gets better with practice). I took the training class but hadn't used it at that point so didn't have any questions. It's not innately simple to use. It took time for me to figure out how to transfer calls until I tracked the instructions down in the handout we got. I don't like that the computer needs to be on to make phone calls. I had computer issues a couple of weeks ago and had to use my personal phone to call in the problem to IT as there was no one else in the office at the time, so no computers or phones on in the office.

Question 10: Given your Lync experience, what would like to see changed?

I make due with the phone and vm, but also find that retrieving voicemails is a lot of extra steps that don't seem to have any value. Other options are too clunky to bother using. Would be nice to be able to make a phone call without having to turn on and boot up the computer.
I need my Lync phone to be at least as reliable as my old phone. If this is not possible, I still have my 684-xxxx desk phone and would like to have my phone number and all calling features reactivated. Email or other sophisticated communication features cannot compensate for phone calls. The Lync problems to be fixed include: - my voice signal dropping out during phone calls; the person on the other side can't hear everything I say (like cell phone calls over a decade ago) - preventing the Lync software from quitting on its own during the day, which causes missed live calls. - fixing the unreliable deskphone keypad. For example when retrieving Lync voice messages, when I enter my passcode on the deskphone, Lync says the code is incorrect. I then enter it on the computer soft key pad, which it accepts. The desk keypad also does not recognize other multiple-level dialing such as entering a phone number and passcode to call into my home phone messaging center. - when my computer is down, Lync is also unusable. This has happened to me twice in the last 4 months. It seems like a fatal flaw in terms of one system being dependent on another. - being able to use the manager's and supervisor's private office and phone when they are away for conference calls or private calls will restore the conference room capacity that we had before Lync. Please know that Lync problems affect my work productivity. Please do not disconnect my old phone until all Lync features are proven to be fixed.
I really don't like the tones available for rings etc. I like the way it is used, however, I don't like the tone selections, they sound like circus music. I find that (although I understand it) not having use of the phone after the computer is shut down can be an inconvenience
I should get all services before I am to fill out a survey. This will cause bias in your results.
I think the training needs to be hands with actual equipment (conference room over-head projection, cameras, differnet microphone systems and and desk-top video cameras) on for all the conferencing - watching a presentation and reading hand-outs doesn't do it.
I would like to see the County go back to land line phones.
I'd like a better connection between my Outlook Contacts and Lync, so I can see phone numbers. I'd also like phone numbers to be listed when I miss a call so I can call right back, like regular caller ID. If record retention is an issue, I would like to see it disconnected from my email. and I don't appreciate getting an email every time I have a voice mail, or that I can't use my phone if my computer is off or the network is down.
Improved interface - challenges with transferring a call. Improved interface - make all functions available on the phone without having to go back and forth from the computer. Phone line should be functional even when the power is out. Improved call/voice quality. Option to change defaults on voice mail: set to operate with phone key pad instead of voice commands by default.
Louder ring tone. I can barely hear my phone ring. I don't have real computer speakers so all I get is this super faint ring tone. I don't need something loud, but most of the time the only way that I know that I'm receiving a phone call is by seeing the popup icon on my computer monitor.
Lync interface display all video conference participants. Needs to be able to keep the old phone number. First, need new Lync phone.
Make sure that conference rooms have speaker phone capable phones!

Question 10: Given your Lync experience, what would like to see changed?

Many employees in our department say the Lync trainings offered have been more like Microsoft commercials rather than a hands-on, how to use Lync training. Plus, they were not timed with when people would receive equipment. FAQs are scattered and difficult to navigate. Microsoft Video tutorials only show screen shots and not how a user is interacting with equipment at their desk. The communications around the Lync launch have been non-existent to minimal. (And I'm talking about the project-management at the county level - NOT with the division liaison for our floors launch. We had to create many of our own communications messages for our employees around the launch even though we requested guidance and customizable message templates from the Exec & pm levels. Many employees found Bill Kehoe's comments on the local news insulting and ageist). It appears as if no one did user requirement gathering or an internal communications plan where they looked at how best to give people information. The approach of "employees will need to just figure it out for themselves" is understandable, but not realistic. Break it down for different levels of users (most of the county workforce is NOT of the millennial or X generations) , simplify, improve the how-to resources, and offer better training in computer labs or at people's desktops. Require training if that's what's necessary to make sure people have on-the-job time to learn new tools.
Maybe I am missing it, but I will be happy to get a weekly 5 minute training/update/remember/did you know?
More advanced Lync training to those individuals that would like it.
more intuitive user interface (e.g. conferencing is a useful service, but confusing to do) Hanging up the handset should always end the call - not put it on hold...
More training (desktop and phone). Better maintenance (routine checking) of Lync equipment in ksc 5TH floor conf. rooms.
More training on an on-going basis. Some of the function, such as setting up meetings, sharing presentations is still new and I just don't have it down yet (and don't do it often enough to remember each time)
More USB Lync phones or USB Plantronics headsets.
One number to phone to get advice.
Our old system had intercom capabilities which this doesn't. We are using our old system throughout the building as an intercom system and also it is tied into the generator so if there is an outage we have a phone that works for emergency purposes. We are located in the King County Aquatic Center and need access to an emergency phone at all times.
Phones that work even if your computer is not on.
Please assure that training will be available after December 2014 for those of us who are not scheduled for equipment installation until then. There's no point in attending trainings unless we can start using it. Meanwhile, I'm using the Lync features that require no Lync phone or other hardware. Interesting - I never noticed the color-coding on the "presence status" until you mentioned it in Q8. I just read the words like "away", or "available".
Please fix the video conferencing, more specifically the on-line meeting link.
Provide training for the people who have not been able to learn it on their own. incredibly ineffecient when a (online) meeting starts 40 minutes late.
regular training opportunities my phone was initially not set up right so I couldn't use the handset. IT was not responsive...finally got it fixed by accident.
Replace the phone with one that does not scoot across the desk when you try to dial - maybe just retrofit with rubber rather than felt pads. Key pad is also poor qualtiy - although I do most of my dialing on the computer.
Short and simple written guidelines.

Question 10: Given your Lync experience, what would like to see changed?

since don't have - how about you include us?
Something that I can hear when I get a call and a larger on-screen message when I get a call. If I don't have my headset on, I rarely notice that I receive a call.
Still concerned for lack of communications capability during computer down time (including network down time as well as my own daily boot up and shutdown times).
That our telephone communications do not rely on our computer network.
The desk phone drives me crazy! If you pause at all when dialing 10 digit number, it reverts to the local area code. The mute button is directly below the zero and all too easy to hit when dialing. There shouldn't be any button below the keypad.
The downside to the headset is if you are not looking at your screen when a call comes, you miss it.
The only real headache is having to be logged on to use the phone.
The phone is very light and moves a lot when pushing numbers so it's real annoying. Also, the headset is just very ergonomically not comfortable. Call quality is good. I also can't stand how the phone has default to use speaker phone, we work in cubicles, so it is very noisy.
They need to account for people who use Macintosh computers. Noone has been able to get rid of the dial tone I have to listen to THROUGH al the voicemails I have to listen to. I don't like the way Lync pops up on the screen blocking things on my screen... usually information I need to use on the call. The phone is so lightweight and cheap that I have to put a tape dispenser behind it to anchor it or it pushes off my desk when I go to press buttons. I don't like the fact that I have to sign in before I can use my phone, especially when the network has become unavailable.
This is great change for aging workforce -- considering you are all doing an great job. Thank you.
This is probably a software limitation, but it would be great if there was an easier way to join callers together into a video conference. For example, if someone calls you while you were video conferencing, it would be nice if you could just add them to the conference. Currently, you have to hang up on them and then invite them to the conference (call them back). Improve the speed that Lync syncs with Outlook contacts. For example, I added a contact to Outlook and it took two days to show up in Lync. It seems that this should have been instantaneous.
This may not be an issue with Unified Communications/Lync in particular but my main issue with the VOIP phone service is that if your computer or phone is not working you don't have a way to call for help. I've had to use my co-workers phones which disrupts their schedule and each time I've called in the support person asks you to go to your computer but you can't keep talking with them as you've had to leave your desk. I work in the King St. building and my personal cell phone does not get reception so I can't use my cell phone either. IT support was very helpful and did resolve my issue but this seems to be a major drawback to VOIP phones.
This system is fine when everything is working. However, if there is some problem and you are locked out of your computer, there is no way to contact the IT help desk for support because...well, your phone is linked to your computer, which you can't currently access. Oh the irony!
To have step by step instructions available about how to success initiate on-line meetings; connecting audio and video components. To have step by step instructions about addressing echos that often occur during on-line meetings with multiple sites. To have dedicated personnel (other than IT since they say they have not been trained either and are only available when called out by Landesk ticket) on each flow of the KSC that can address problems with online meeting and use of Lync facilitated meetings.

Question 10: Given your Lync experience, what would like to see changed?

Too much was included in the training, making it difficult to remember how to do the basic stuff (I still don't know how to leave an out-of-office voice mail!) Maybe a separate training for baby boomers so the younger folks don't laugh at our questions! Can't find where I put the printed training materials, so that is my fault, but doesn't help.
Training AFTER we receive the equipment, not just several weeks before. Making sure users with headphones can hear a "ring" from the computer speaker for incoming calls (we don't constantly wear the headset), and the notification on monitor is easily missed. Make sure that during a call the window with the "hang-up" button remains visible (on top).
training goes too fast, you get lost and then can't catch up.
Training should have been closer to when we got phones. Minimal training before and more in depth training afterwards.
Transferring calls is clunky, especially since the recent upgrade. At first, I couldn't figure out how to transfer calls = waste of my time and customer's time while I tried to figure it out. Annoying. I also don't like having to wait 3 beats/blips before answering a call = another waste of time for both parties.
unlikely to occur but decouple phone from desk computer. It is terribly inconvenient to be unable to use phone w/out computer being on and logged in.
Using Lync should be easy, but it is not. I have attended numerous Lync meetings, most have had difficulty with audio or video. Finding options within Lync is difficult. It should be possible to make a conference call from these phones without having to go through difficult Lync process.
We have had training well in advance of having the hardware to implement Lync. I suspect that the majority of staff in my group will need to repeat the training after we receive the hardware, which will be the end of this year at the earliest, last we heard.
When I look up information on the web my lync phone automatically plays sounds from the website through its speaker. This is very annoying.
DOT
1. It's really disruptive that phone call-related windows cover up what's on my desktop. Usually when I'm on the phone I want to keep seeing or working on what I have up....and I keep having to minimize all the Lync-related windows....there were way too many of them and they are way too big....it is annoying. 2. 263-8113 should ALWAYS work...no matter my status....and it should never be out of service as it so often is. It should be part of someone's job to monitor it.
1. The first call of the day, out going--my phone has difficulty "waking up" and transmitting the call. 2. I would like to learn how to announce, and transfer my customer calls to other staff in my Section. Thank you.
Allow calls to be picked up when your desktop is in "sleep mode". This feature is very frustrating when you cannot pick up a call because you are not actively using your desktop.
Allow us to use "the new way" to call people directly from our Personal Contacts - it is frustrating to have this tool that we can't use for half of the people that we need to call every day.
An extremely annoying feature is the pop up screen when one makes a call. It's huge, and I can't tell you the number of times I have inadvertently ended the call trying to get it out of the way by closing it. I'm usually trying to get it out of the way because I want to discuss a document that is behind it. I think everyone one has this same experience. It takes a while to get used to it. Why can't the pop up be a small tab at the bottom of the screen?
Better voicemail handling (not using voice commands)

Question 10: Given your Lync experience, what would like to see changed?

Bring back conversation history.
Call quality (audio delay)
Do not like that phone will not work until computer on. Lync takes too long to connect in morning.
Easier settings to change between headset and receiver. Too many to remember at this time. More comfortable handset receiver is a BIG need. What a neck killer. Too many network outages.
Finish deployment
Fix it such that there isn't an audio delay when I pick up the phone, which confuses people, especially the public; and sometimes it seems to ring once and stop before I can answer, going to missed calls, and it makes me think that my phone isn't registering the full ring cycle, which makes it look like I'm not answering my colleagues' calls when I'm clearly at my desk.
Get rid of the CX300 phones. They don't hangup, don't pickup the call; the Astra phone was so much easier to use.
give us phones that work. most of the other features are not useful or efficient. IM is used to avoid public disclosure--what's with that? We've gov't--and should disclose. meeting online is not a great way to conduct business--too impersonal.
Go back to actual landline phones.
I am not aware of online materials or knowledge base. I have not been able to figure out how to use the headset reliably.
I am not going to answer this as someone would get their feelings hurt on the Lync team.
I can't make a call if I am logged out of my computer. Very difficult at the end of the day. I cannot listen to voicemail messages and also browse my email messages. If I do, the voicemail stops. I have to just sit there on that particular email message.
I don't like the idea of having the phone system tied directly to the computer.
I have asked repeatedly how to make Lync work best for me as an employee who works remotely using GoToMyPC. The trainers have been unable to assist me effectively or refer me to anyone who can.
I have had three occasions since Lync was implemented where I experienced computer problems and could not contact the help desk at all because I had no working phone. This seems a major shortcoming. Also, since Lync was implemented, I have experienced problems every time my password was changed.
I haven't been able to use it yet, so I don't know.
I very much dislike that you must be logged in to use the telephone.
I would like my phone to work even when my PC doesn't.
I would like to be able to ask a Lync expert questions about Lync functionality without going to a full training session. I guess I would like a personal question-answer session at my desk. Perhaps there are others who would like this. Perhaps it would be too labor-intensive....
I would like to be able to read the voice messages in Outlook. I don't like having to dial in to voice mail and use voice prompts (which often don't work) to retrieve the message. If a message is forwarded to me I can't call the sender from the message. When my computer is off or the network is down I can't make any calls, which is important to my position.
I would like to customize more things on Lync, specifically my status and location so that it's more up to date and specific. I would like Lync to not automatically assume I'm on duty just because I turned on my laptop remotely and it found a WiFi signal.

Question 10: Given your Lync experience, what would like to see changed?

I would like to have more confidence that the phone/communications system won't fail either due to a network problem or power outage. We offer essential services to the citizens of this region and phone communications are an absolute necessity.
I would like to have telephone service when my computer is turned off.
I would like to see us return to actual phones that do not go down when the computers go down or are turned off. Real phones that have actual working indicators to show when there is voice mail message whether the computer is on or off.
I'd like a headset, but told I can't because of costs. I'm doing more presentations and my neck is starting to hurt because the handset is pretty low profile, so I really have to scrunch my shoulder up to hold the phone if I also am typing.
I'd like to find out what the Lync mobile app on smartphone is
If I am on the phone with IT and they ask me to restart my computer, I lose the call connection. This needs to be fixed.
Improved phone quality both incoming and outgoing (e.g., voicemail greeting quality is poor). There needs to be a way to call out/receive calls during a system outage.
increase the time allotted for dialing a ph. number before it resets. Rubber feet on phone so it doesn't slide all over the !@\$%^ place. That's a really poor design for a phone that's set at a 45 degree angle.
It drives me crazy that I cannot pick up my phone and make a call without being logged on. I don't like the phone handset. It is too light (in weight).
It's frustrating to lose phone functionality when there are issues with your PC. Ironically, the Help Desk leaves you voice mail messages which, of course, you do not get when your PC is down
It's really difficult to not be able to use the phone if the computer is off or the network is down.
make Lync quit not responding numerous times a day
More info about support and resources.
More timely response to reported issues
My best friend (who has cancer!) cannot reach me 9 times out of 10 when she calls. She simple gets a fast busy signal. This is completely unacceptable. I dislike that after I log off at night, if I remember I need to make a phone call, I can't, since the phone is linked to the computer. I dislike that I can't hear callers in the a.m. and that it's 8 steps to transfer a call.
My understanding is this is only for people with desk phones and not for people in the field with Nextels. Not sure if that's correct.
NO required training. Some people don't need it and won't use a lot of Lync so why force us to waste our time at inefficiently-run trainings.
No surveys until the system is completed for all employees.
Out of Office phone message turn on and off to be simpler. It requires multiple steps.
Phone does not mysteriously turn off in mid phone calls. I never know why.
Phone quality is not good and there was virtually no applicable training when the system was upgraded to 2013. The process for tranfering calls changed and no instructions or flyers were provided. The online training classes were not a convient way since we are now in a cramped cubicle environment.
Phone service if the power goes out, network is down or there is an environmental disaster and only landline phone are available.
Provide on-line training for areas such as video conferencing, presentation sharing, etc.

Question 10: Given your Lync experience, what would like to see changed?

Resolving the connection issue to Outlook contacts. I understand this is a known issue that is being addressed, so I'm using work-arounds for now. Those work-arounds decrease any time savings I was experiencing with Lync 2011 (which did not have this issue).
same as above.
seems like the keys require too much force. sometimes a digit is often not entered and then I have to 'redial'. The phone also moves backward because you have to push the buttons so firmly.
Shape of the phone receiver makes it impossible to hold between ear and shoulder to free up hands to type. Would be nice to have that option without having to use a headset.
Since all of KC is not on Lync, it would be nice if a name corresponded with the phone number of a caller. Oftentimes we do not know who the caller is or recognizes the number.
Some usability features could be improved. 1) When I am looking at a phone number to dial in one of our databases, lifting the handset invariably brings the Lync dialog box up over the phone number on the screen 2) I had to tape my phone to the desk so that pushing the keypad to dial a number would not push it across the desk. 3) The amount of "no action" time that is allowed between first dialing a number and then the next is too short. I often start dialing on the phone touchpad, look back to the screen & find the rest of the number, then reach back to resume dialing only to be cut off by the phone.
Stop the "hover" feature. I live in a point and click world and to hover over the microphone to transfer a call I end up muting the person instead. Also, transferring a call takes a lot longer than it used to, too many steps involved.
The ability to make a phone call without having to be logged into the computer.
The HELP instructions do not match our experience (i.e. adding photo help instructions different from what we need to do via web). My headset regularly disconnects, I must unconnect and reconnect (physically remove usb and plug back in). And I don't find out about it until I'm making a call.
The inherent flaw is that when the network / computer goes down there is no way to call for help. When I try to use my cell phone to call the help desk I leave messages as directed but never get a call back.
The loss of phone use during network outages is a big problem. Our network go on/offline at least a couple times a week and having calls dropped or not come through during network blips feels very unprofessional and is inconvenient.
the new system should never have been launched without each section having a specific plan for each employee and how they could/should use the new system. I wasted a lot of time getting the exact right setup for my work responsibilities. My setup is completely different than the person sitting right next to me because our responsibilities are different. LYnc customer service is also too rigid. Once when trying to solve the problem the trainer said that I wasn't using the system as it was intended - even though the way she said I should use it didn't meet my needs! She didn't solve the problem and I came up with a solution on my own.
The phone. It's uncomfortable to hold and hard to dial. The voice quality is odd, but I'm getting used to it.
the phones are very light and must be restrained to dial a number very few people in the roads division have video making online meetings difficult.
The ringer needs to be louder or speakers must be provided. I have some. The system does not allow a single user to be part of several user groups. We have one for general line coming in and I need to use that group when I fill in for office personell at times.
The ringing tone confuses people - they don't realize that their outgoing call is really going out.

Question 10: Given your Lync experience, what would like to see changed?

The training should have been more extensive and easier for the user to learn the phone. Just transferring a simple call is difficult.
Throw the whole works in the trash, fire the Lync team, and cut your losses!
Training
Training after the phone has been in use for a month or so
Training in Renton; headset if expected to use the system; webcam is expected to use the system.
We do not need instant messaging. My emails are 99.9% project-oriented and serve as official records and reference resources.
We should be able to change" location" to other work areas when we Remote to our computers connected to Lync. That way everyone knows your "true" location of where you are working that day.
We were asked to upgrade to Lync 2013 before all of the bugs were worked out. Features that we had in the 2010 version, are no longer working properly in the newer version. The problem with personal contacts' full info not being available is especially challenging for those of us who deal with many people outside the agency. Don't force an upgrade until its guaranteed to not only offer new features, but also retains those in the earlier version.
when calling an unfamiliar number, while trying to read it from small print, one does not get enough time to complete the dialing before it goes 'call failed' or something. Similarly if one number is not pressed firmly, the call is derailed. The desk base is light and slippery causing the call to derail. One has to firmly block the base from moving under the required firm press..
When doing an upgrade please send out a cheat sheet of what the basics are and how they have changed from the previous version. 2013 is different and not user friendly.
When you have proposed all of the wonderful options and capabilities, be sure to caveat your statements with details about how the basic amenities aren't provided, that the individual department / divisions are responsible for purchase, etc. I'm of the mindset that the costs for the basic amenities to truly use Lync and it's wonderful capabilities would have been offset by the savings in your support efforts. (Having every user have the same exact stuff.)
Would like to be able to access a record of phone calls placed and received.
You can't use the phone if you are having computer problems and have to have someone else call helpdesk or send IT a help ticket. Network issues affect the phone use. Ability to edit contact information (external)
You push the buttons on the desktop phone and it moves the phone because the angle of the keyboard is to steep. Design flaw.
DPD
I think that the phones themselves are problematic, and perhaps need to be switched. As for Lync in general, we've had several instances where the entire system went out, and customers could not reach our program. That seems completely unacceptable to me. Additionally, when you put a call on hold, sometimes when you get it back, the person on the other end is completely un-understandable. I understand that is a bug that Microsoft just has not prioritized fixing. Which also seems unacceptable.
I would like it to acctually work.
more support while Lync is being deployed

Question 10: Given your Lync experience, what would like to see changed?

When setting up LYNC for each employee, have a manual for self training if needed with graphics. When I received my new 2013 LYNC, I had to teach myself how to transfer a call. I had no idea how to do this and this is a problem since my main duty are the phones and transferring. On a couple clients, they were disconnected because I knew nothing of this feature. With that being said, trail and error is what really helped me learn it and I created my own manual in case my co-workers struggle with this too.
DPER
Dialing - A few seconds pause while dialing on the desk phone will auto dial before you complete entering the full number. This occurs all the time.
easier or more direct way to look up numbers/people and transfer calls.
I am a new employee (three months) and signed up for Lync training in a couple of weeks. I would suggest giving new employees training right away. I don't know what all the features of Lync are.
I don't use most of the tools in Lync as they are not relevant to my job.
It doesn't work when the computer is down. I realize that that is how it works, but it can be very annoying.
Less steps to dial a number. Less steps to transfer a call Less steps to sign in to Response Groups Once you set your preference on audio device/sound settings, you never have to set them again unless you desire. Instead of having to re-program it daily!
More emoticon options for IM.
Remove Lync and provide a normal phone that is understandable
The Fire Marshal's Office requires training on these additional features. Some of these we have never heard of. I need a bass and treble control for my handset, it is very hard to make out some of the words. Thanks

Question 10: Given your Lync experience, what would like to see changed?

DPH
?
1. Call quality is very bad. This needs to be fixed. 2. I often have trouble connecting to voice-messages, for two reasons: a) I have to put on the headset, and click on several links to actually hear the message; b) sometimes, I have to click the link several times to get connected to the message. These need to be fixed. 3. My temporary outgoing message doesn't get turned off when I turn it off. It should be a one-step process, but it seems to require another step that I seem to miss. This needs to be fixed.
1. The telephone keypad "feel" is unpleasant. It manages to feel both squishy and sticky. 2. When I answer calls while typing at the computer, the caller can hear the keystroke beeps and Lync takes me out of my document. 3. The receiver-lifting device can be slow to respond (at times) when I activate it through the headset, which has caused me to miss calls. 4. The voicemail "person" recites the caller's telephone number too quickly and without pause or rhythm, making it difficult to notate. 5. Occasionally after putting someone on hold, I return to the call and the speaker's voice sounds greatly slowed down, distorted, unintelligible. I must put the caller on hold again, wait a moment, and then pick up once more.
A phone that does not require multiple steps to put someone on hold A phone that does not drop calls A phone that much of the time does not make the person at the other end seem a million miles away and difficult to hear. A phone that is not dependent on the computer to remain functional. Phones really worked pretty well until someone decided to fix rthem.
Ability to use online meetings with external partners. Complete contact information listed for staff. Sometimes, I need a person's phone number for some reason, and it is hard to find or missing.
At first, I was issued only a Lync headset for my "phone." Unfortunately, when my computer was broken or otherwise not working, I had to use my personal cell phone to contact KCIT to report the problem. I then asked for a desk phone so that in the future I could still make phone calls even if my computer wasn't working. To my dismay, the phone will only seem to work if hooked up to the computer network. Maybe I'm not using the features of the desk phone correctly, but it would be really nice just to have a simple work phone that I can use to contact KCIT when my computer is otherwise not working (so as to not have to use my few cell phone minutes to make work-related calls). Thank you.
Availability of documentation on how to use Lync. We moved into CNK after it transitioned to Lync and we received no training or resources on how to use Lync.
Battrey supply on site. Head sset not always working. Don't know why is what I'm told.
be able to click on a number and be able to call out, ringer issue resolved
Better call quality, fewer dropped calls. Better quality microphone headsets for use online. It would also be nice to be able to block some people from sending IMs.
better training
Better updates to the Outlook contacts. Also, when reading an email, you used to be able to click on a persons name in the TO: field and be able to call them from the email - you can't do that now. Lync drops calls, says that the "audio device is causing feedback" when it isn't. Finally, the use of Lync 2013 was promoted as "more user friendly and intuitive" - this IS NOT the case. Dialing a number different from the default takes more time then it did when entering the number by hand,
design of desktop set makes it easy for phone to be off the hook w/o you realizing it. it's a pretty simple function: to be able to quickly hang up the receiver.
does not seem to work well. I call into phones that are Lync, and experience delay response, dropped calls, cutting in and out of voice. It doesn't seem to work well.
Dropped calls is my major complaint.

Question 10: Given your Lync experience, what would like to see changed?

Experience interference with headset creating a buzz in ear yet not able to replicate when I actually have the attention of IT Desk phone does nto work when the system is down
Fix the bugs before putting out into the public.
Get rid of it.
get rid of it. buy something with quality.
Give us smart phones so we can use the Lync App. or give us iPads so we can use the app on the tablets.
go back to regular phone system
Have not had a sucessful lync meeting yet
I can't use a headset due to dropped calls/quality issues and have to spend all my time on the phone with a handset, holding it between my shoulder and neck while I take notes from interviews. It is not ergonomic. The previous set up WORKED without dropped calls.
I did not receive proper training... and still have to listen to my voice messages using my speaker earphones rather than my headset... it's awkward.
I do not even know how to make a call on my phone. When I start to dial 425 the phone connects me to someone else. Should have went to the basic training. I do my vioce mail from the computer. requires me to use different head set then call back - very innefficient - but way better than my coworkers who have to talk to the phone- delele, etc.
I do not use it and I would prefer that it did not start automatically when I start my computer.
I don't like that people can see your availability.
I don't like that the phone is dependent on the network, particularly since our unit's work is deemed critical. Inability to use our phones for up to hours is not really an option, and our only back-up are conference room phones (which are often unavailable due to other people's meetings). Also, I don't like how you can't hear the phone ring when you dial a third party from a conference call.
I hate that it takes my computer five full minutes to sign on to Lync in the morning. It delays my work.
I have to unlock my phone to get voice mail. I wish I did not. I would like my headset to work consistently. It depends on whcih USB I use.
I havent had the time to take any of the trainings.
I think the major issues with King county and Lync is about connectivity issues. Just does not function when we need it most. So people are deciding not to risk it on customer calls.
I would like my old phone back. Especially with multiple lines and cascading calls across our group, this is a challenging system and not as useful or user friendly as the Cisco system. We continue to use GoToMeeting because Lync does not meet our needs.
I would like video to be standard-- I'd use it more but I don't have a camera (and I can't justify asking for one because I'm not sure I'd use it, but how will I know until I try?).
I'd like to have more readily available training (online vid or online "cheat sheets) to learn the more advanced aspects available as well as the basics.
If the link that comes up on the desktop could be moved to come up on the right side of the screen, it would save the daily irritation of having to move it to get it out from in front of the links we use in JHS for our work. Otherwise we do no use it except as a phone and it is poor quality soujnd, delay in picking up on-hold calls, inability to use the phone if ringing to you unless you answer or hang up on person.
It doesn't work for me for incoming calls.

Question 10: Given your Lync experience, what would like to see changed?

It is awful how they are routed through our computers. Because they malfunction so frequently and there are so many problems with our computers, when you go to call IT, the first thing they tell you is to restart your computer which cuts off the phone call. Then you have to wait forever for IT to call you back. Its really a terrible system.
It makes no sense to have an application take over your computer and delay getting to (for example) a patient record, when teh application serves no purpose.
It showed up one day on my computer with no training and it would not install. It doesn't work and no one seems to care.
It would be nice if our IT service center was better trained to fix our problems right away, rather than having to check and call us back(but we don't have a phone because Lync isn't working).
Make tutorials or training materials easier to locate on the web, offer hands on help when needed. Our group has varying technological skills and many still have difficulty utilizing Lync beyond checking their voicemail. We have had Lync since June 2012.
More hands on training
More managers to use it for meetings. I would like to have a basic "how-to" in-person training for CHS program managers on using online meetings. Terri Neal has offered to provide this, but the problem has been finding time for CHS program managers to make this a priority.
more reliable network connections and notify us when are phones are not working
More training and encouragement of using the IM functionality. I do not think it universally accepted as a common means of communicating and it is so quick and efficient that we should encourage it more.
More training as have had very limited training to-date
More training. Issues with need to put in numbers for calls too quickly.
more tutorial information when new additions are added to our Lync.
Much more training and different styles of training. For me, and I suspect many others, the online training for various Lync features isnot very effective until you get to be a very proficient or expert user. Catch 22; you need much more hands-on and practice and individualized guidance when just learning it but that isn't available. We only get trainers, who obviously have a facility for that training groups of employees, who often seek it out since they are already pretty good at it, and I get very little out of the online webinar style training. If I don't start with having someone show me the basics and have an opportunity to do it myself, I'm not going to understand or remember half of it.
much more training even have them be drop ins or webinars a training built around the needs of heavy users in each dept.
My headset is not holding a charge beyond an hour. So attending webinars and conference calls that are longer is an issue.
Need instructions next to the phone on how to transfer calls.
Need more training.
no delay in picking up calls, more online/youtube training
not have a enough experience so not able to provided.
Quicker response time by IT and Telecom. Telecom does not understand what our problems are. This never should have been installed. I cannot believe the County is conducting business on this system. Very unprofessional. We need some real land lines.
Seems to work well as is.
Some features just aren't intuitive and if you don't use them very often, it's like I have to figure out every time how to use that feature.

Question 10: Given your Lync experience, what would like to see changed?

sometimes I am pressing the numbers to make a phone call and the Lync sistem is very impatient and does not let me finish my complete phone numbers and "rings" but of course can not complete the phone call because the number is incomplete and marks it as an error or unsuccesful, please teach the Lync system to bee more patient and wait until we are done pressing the phone numbers?.....
Standard phones should be issued to everyone, regardless whether they have a headset or not. There were times when I had trouble logging into my computer and I couldn't call the helpdesk because I have a headset. Very frustrating.
The critical system to send pages to the Medical Providers be FIXED it is very dangerous not to have responses to our pages.
the idea that one has to be logged in to the computer to use a phone is a ridiculous unLEAN thing to have imposed on staff. Network downtime or computer failure means the phone is unavailable
The option to add personal photos is greyed out, and it would be very nice to have photos to put a name to a face. Also, the option to have both a regular headset and headphones would be nice. When I need to be on a conference or presenting it's hard to do with a regular headset, but I don't want to always answer my phone through a headphone device.
The three rings before I am able to answer a call using a handset when using the response group settings.
The traing I just had was a lync training. They just assumed we had Lync installed at our site and since we didn't we just had to listen. It was never mentioned when we signed up for it. It would be nice to have the same programs that the other sites have.
There have been a fair number of network outages that haven't allowed me to use my desk phone. I've had to use my personal cell phone to complete some important calls. Seems IT is working on these bugs.
There's got to be a way to sort out this issue where you call IT for assistance with another computer problem, they tell you to restart the computer, and thus you lose your connection. Serious design flaw.
Training was insufficient. While project implementations were good, ongoing operational support is weak.
Very poor. These phones are hard to use and waste a lot of my time. Transferring calls is ridiculously time-consuming, and we have to do this a lot in my department. Call quality is poor, and sometimes I miss what someone says because the signal skips. Having to unlock the phone all the time is a pain. These phones are a big step down from the older technology.
Voice mail retrieval is not smooth
Voice mail translations need to be turned back on
We desparately need a call center solution in the Local Hazardous Waste Management Program. Lync, as currently installed, has significant negative customer service impacts. While I understand that IT is reseraching a call-center add-on, we are very concerned the timing will not match our business needs.
We have a training coming up so that will hopefully help us all.
We need a system that is not effected by the network as we are tied to customer service via phone and it is very upsetting to our clients when we have technical difficulties and are cut off and not able to reconnect.
We were really early in the launch process so this may have gotten better already, but most of our staff picked the "phone" (Aastra) device because that is what they knew. It's expensive and largely a pain because it causes the most trouble. If we had been more strongly encouraged to get headsets, we would have saved money and had far less tech issues. Sometimes giving the customer what they think they want is not the right way to go.

Question 10: Given your Lync experience, what would like to see changed?

KCIT
1) better tools to address times when headset does not work. 2) give up on presence --- to many people just put "Away" down all the time 3) get rid of IM --- I never get the messages until long after the event; it just fools others into thinking they have communicated with me. Stick to email and voice/vmail connections!
1. No more dropped calls. 2. Incoming calls to connect sooner so that I don't have to say, "hello" more than once.
a phone receiver that can be cradled between shoulder and ear
A user manual to access whenever needed.
Ability to re-size Lync main screen, appears you can only change it vertically.
advance notice of any upgrade.
Advertise a 'UC Feature of the Month' and point users to the training video, knowledge base, or FAQ that speaks to this feature.
As long as it works...
Automatic change from wired headset to phone use. Easier to answer when on the headset. The button on the cord are to close. Unmute button is very close to disconnect button.
better battery life on Lync mobile app on smartphone availability of service needs to be higher not compatible with localized hyper-v. when virtual machine running, phone goes offline
Better device selection in the deskphone category
Better or any centralized support and training
Better planning/testing before the roll out of Lync 2013 to the enterprise. version. It appears as though there are a lot of problems with the server upgrade. Many users were unable to access response groups when Lync was upgraded to Lync 2013 because the Lync client was not pointing to the correct URL for the response groups. Many users have had both Lync 2010 and Lync 2013 installed on their PCs concurrently and that wreaks havoc. Contacts are sometimes missing in the Lync client. Online meetings created before the server update to Lync 2013 often are inaccessible and this is a huge problem when people have attempted to join their scheduled online meeting. Another issue is that people cannot call for assistance if they cannot log into their PC first. This happens often due to expired or forgotten passwords, connectivity or hardware issues. Their Lync phone is inaccessible unless they are logged in to the PC. This is an ongoing issue and I'm sure is very disruptive to their work. I understand that it is a limitation of Lync but it impacts users daily. These issues are beyond the scope of the KCIT Service Center and should be weighed when viewing answers for #6.
Do not have desktop availability dependent on Lync availability. More staffing for Lync support. KCIT seems to be understaffed everywhere.
Ease of setup of on-line meetings. The on-line aspect is often very wasteful because 10-15 minutes of meeting time may be consumed by getting it working. Times the number of people in the meeting = expensive for the County.
Fewer dropped calls. Occasionally, when I receive a call, I can't hear anything, but the caller may, or may not, be able to hear me.
Fix making a phone call using a USB headset so that it works consistently.
For some reason, on-line meeting organizers often ignore IM messages.
Get a headset that connects to a standalone phone device rather than my computer
Get rid of the terrible echo.

Question 10: Given your Lync experience, what would like to see changed?

get voice messages from handset. No dropped calls, online meetings doesn't always work. Sometimes can only get the audio, on video.
Give training then deploy instead of the opposite.
How about a pots line instead for my desk, realistically- much better support and a better level of user training.
I do not appreciate sounding like Daffy Duck in my voice-mail greeting. When I record the greeting and it is played back for confirmation the quality is fine. But after saving the file has distortion and static. The following site has a potential solution which I would appreciate the LYNC team testing on my account. http://social.technet.microsoft.com/Forums/lync/en-US/0fac5b94-7b16-456b-baf1-82df10a63ddd/poor-greeting-call-quality?forum=ocsvoice
I just received Lync 2013, and attended the first online training. It was great. I would like to see the voicemail go to text in my email box to save me additional time and to be able to respond more quickly to customers.
I love it! as a former "telephone" user, i find i don't need to have a physical device on my desk taking up space. Also, presence has been a great time saver - i can tag for alerts instead of making constant "drive-bys" someones desk or calling them and leaving a vm message. Lately, with the shortage of conference rooms, i've grown to appreciate online meetings where i can present my monitor to attendees!
I need a better understanding of how Lync works. I realize that some of this is my fault, but there should be a way to get answers to questions that may pop up from time to time (video training)?
I need some more robust and comfortable headset which also cancels the noise around me in the cubicles. That would be such a great plus!!
I rarely have problems working remotely or using my iPhone, but periodically have a lot of problems on site.
I usually plug in another headset for online training videos, and the phone rings in that headset so I often don't hear my phone ring unless I remember to unplug that headset when I'm not using it, which is a nuisance. I have to rip off that headset pick up the other headset to take a call. Not to mention that everyones PC rings the same tone causing confusion so why bother to make the PC ring? And don't suggest I use a bluetooth. I don't want to get brain cancer. Also, the presence indicator is not particularly reliable, and some people deliberately disable it, and then they don't answer their phone, leading to phone tag via Email. People like to use messaging which I keep having to remember to copy into a document because it's not automatically saved, which is the reason people use it of course, but then I have to ask them to send the info by Email if I forget to save before closing the chat. I'd rather just use Email, but it's not private, so people don't like to use it. A significant amount of time is spent by all of us managing the whole communication environment. It would maybe be better to have fewer mechanisms to communicate, so we would not have to waste time monitoring them.
I was disappointed to learn that the battery for the headsets only last about 2-3 years before they need to be replaced.
I would like a better understanding of phone options. After implementing, even though I like my phone, I decided I don't really even need one - voice integrated with my PC workstation is easier than having to deal with a handset.
I would like a stronger push from all department heads or maybe the Executive to have an incentive to staff to take the Lync and SharePoint training, etc. so they utilize the Lync tools and SharePoint. Sometimes I have to use a conference room just for a staff member that refuses to use the UC tools we're given to work from our desks to be more efficient. Also, just a note about SharePoint - I have to email documents to staff who refuse to learn SharePoint because they don't like change as well. I don't think learning a tool that the County has invested in for efficiencies and savings should be an "option" to use instead of a "requirement"!

Question 10: Given your Lync experience, what would like to see changed?

I would like to see better organization on support of the tool as a whole. I have not had issues, but many of my colleagues do. The Service Center does an excellent job with the initial troubleshooting. But then, if more needs to get done, then the process seems to slow down.
I would like to see Lync and Outlook integrated into one communications/messaging client.
I would like to see modular training. One or two hours dedicated to how to use the phone. One or two hours on video conferencing. One or two hours on online meetings.
I would like to see more widespread use of IM and less reliance on a handset.
If someone instant messages you, it's hard to try to save the information. Certain dialing buttons on my desktop Polycom phone don't work...I was told by KCIT on our install day to use the onscreen dialing instead. Equipment shouldn't work like this.
If technically possible, have phone be more responsive on pick-up of call. Currently have to wait for 1-2 seconds before connected with actual caller.
In the last few weeks, I've had more issues than ever before. My online meetings used to work just fine, then I had issues where you couldn't hear anyone when you were trying to show your desktop, now I have issues with previously created meetings using Lync online gives errors when trying to join online. Creates a lot of problems since it delays the start of meetings, etc. Better testing of upgrades, better communication of changes.
Increased wireless connectivity and bandwidth....
It is quite frustrating to talk to someone on the phone using Lync. The phone call cuts in and out. You miss what they said and have to ask them to repeat it. I don't like it at all. The customers calling in notice it too. You should not have dropped our land lines.
It probably needs more dedicated bandwidth. It is very choppy, as if voip packets are being delayed in a buffer, then flooded. I can have more fluid conversation across the ocean with Skype than I can have across the office with Lync. Transcription of voice mail to email was terrible. Glad it stopped.
It would be great to be able to send and receive Instant messages from users outside of the county. (Lync users from other companies)
keep the call quality high...sometimes there are still intermittent brief spots of communication outages in conversations....I will be listening on a call and will not hear parts of the conversation.
Keep the new features coming. Lync 2013 is great.
Lync is a wonderful tool, and is a great time saver. I wish the speaker/mic settings were a little smarter and could detect what device(s) I have attached to the PC and either auto configure them or ask what I want to configure.
Many more qualified people to support & train. Slower, better planned & resourced deployments would be great
More reliable service outside the KC WAN.
More short demos on how UC/Lync's features work.
More use of the tools for meeting by others
need a more reliable and consistent system, I've used VoIP phone systems for past 20+ years, this does not seem to be up to par
Need it to work like analogue -- that is, reliable, pick up handset dial and talk - every time.
no notice given on the upgrade for 2013. is there a plan on the mobile app moving to 2013 yet?
Not having to wait for my computer to boot up to make a call.
Not sure

Question 10: Given your Lync experience, what would like to see changed?

open trainings throught the day
PC USB connected Lync phones are not an adequate replacement for an always on desk phone. The USB Lync phone makes many things more complicated and limits your telephone calling to when you are at and logged onto a computer. Desk phones for people who want those should be always on, and people who want only headsets could opt to only get a headset. Lync device selection is not dynamic enough to use the device I pick up, so I have to manually switch between headset and handset depending which I want to use at a given time. A smart detection could improve this, headsets can have on-head detection, and Lync could monitor Handset activity to switch to that when activated.
Phone only rings to desktop speakers; having an alternate ring system is a very important need. Calls lost due to lack of hearing ring. Computer speakers should not be dedicated to Lync ringtone as they are used for other purposes.
Presence needs to become more reliable. When two people call eachother at same time, both go to eachothers VM, rather than connecting. Voice quality to users telecommuting from home network is poor. 2013 client takes a lot of resources on a netbook type device and is slow.
re-enable voice to text in outlook - i receive many vendor calls and the voice to text feature saved (would save) me a great deal of time by being able to quickly screen those calls through outlook rather than having to take the 1-2 minutes to listen to the audio.
Stability of thje Application
Standardization of hardware!
Stronger interface
telephones capable of handling multiple numbers
That actual caller phone numbers appears rather than the generic "ghost number" - this happens with callers outside of King County.
that each persons have distinct lines or when you put call on hold you may pick it up at another desk since you both have the same number
Upgrades to the system have changes which take time to adjust to.
VM message text preview needs to be put back, calledID information needs to be passed to other devices when simultaneous ring is on.
King County Assessor
An easier way to add people to my contact list, and edit them if necessary.
Better call quality.
Better support and training on troubleshooting Lync and Lync equipment problems
Call quality between Lync users needs to be improved when working remotely. Vocal cut offs and robotic background sounds make calls difficult to understand.
get it fully deployed in my Department so I can utilize.
I would like to see another round of training so we could do some video conferencing.
More training would be helpful. Also, notification if there will be a cancellation of a service.
Must improve call quality - sounds like a tin box
nothing

Question 10: Given your Lync experience, what would like to see changed?

There is no need for the screen to pop up several times every morning. I would not use a wireless head set. I got rid of my wireless phone at home and use my cell phone on speaker only. The RF radiation these emit are not healthy for the brain or the body. Read the Dr. Henry Lai (University of Washington) research.
Training
King County Council
A regular phone system where the phone can be used independent of the computer, such as when the computer is turned off.
Ability to have phone service after logging off/shutting down my computer.
being able to use another line without signing out of lync and signing into the other line.
don't know
Faster pick-up times
GET RID OF IT!! If that is not possible, detach it from the computer system b/c I firmly believe that Lync is a STEP BACKWARDS!
I think its grerat to have new and advanced technology such as LYC
I would like calls to connect when the receiver is picked up or the answer button is pushed. A 3 - 7 second delay for every call just isn't acceptable.
I would like to be able to make phone calls when the internet is down. I would like to be able to pick up my phone and start talking right away without an answer delay.
I would like to suggest an easier way to put calls on hold so others can pick it up. The ticketing system is too compicated when your're receiving 80 calls a day and putting 2 to 3 lines on hold continuously.
Lync doesn't seem to work well for our front desk staff
More reliability
More training tips via email or you tube as there is so much to learn
simultaneous ring only sends voice mail to the forwarded phone number, not Outlook/desktop phone. Too easy to click on names and accidentally dial.
The instructions are ok, the training is ok. I don't have a problem with Lync staff or the general concept of Lync. But it seems like the County is attempting a one-size-fits-all, and it just isn't realistic. Yes, the IT Guy doesn't need his office and that is cool for him, but I don't have a job where I will ever be able to just meander around with an iPad and smartphone, and get my job done. I am condemned to sit at a desk all day, just in case people walk in from other agencies. The amount of time the County spends dealing with unhappy citizens and the current anti-tax climate (which I hear about every single day) makes it imperative that the County redevelop some aspect of Lync to improve the responsiveness of first line responders, and not further contribute to the already poor impression the general public has of public employees.
The phone base and headset are too light-weight. I have to hold the base while dialing so it doesn't move away. I don't like trying to transfer calls or the delay associated in transferring calls. Also, I don't like not being able to use the phone until the computer is turned on. I do like being able to listen to my vm through Outlook.
Would be nice to be able to manually call using the phone pad dial buttons.
King County Elections
I wish the phone worked without needing to be logged on.

Question 10: Given your Lync experience, what would like to see changed?

I wish there was spell check in the IM.
Training.
King County Executive
A better product from Microsoft. I see the UC team try to fix issues or create workarounds for poor system issues or lacking features. The person who made the decision to move to Lync without first looking into the short falls should be investigated. This is a result of their poor planning
A knowledge database that is easily accessible. Some employees can do self-service on issues if they had access to a knowledge database. I usually use Google and online user group posts. But having an internal database would save lots of searching for the right and relevant thread that answers questions or shows how to do something.
Activation?
additional visual and hands on training
I didn't receive training on this.
in order to have a wireless headset, you give up a physical phone. This is very restrictive.
It is really annoying when I'm unable to open a file if an email is coming in at the same time. My computer locks up and I just have to wait for it to clear. That's is not effiient. I feel that everything being connected is not always the best way to go.
It seems that with the adoption of Lync that there are more delays with email; system disconnects. I lose email content if the server disconnects. more training on how to fully utilize the higher functions like video calls, etc.
I've never received any training on the phone system - just kind of hunting and pecking and asking others. Actual training would be nice. It a bit frustrating when I want to play the messages on my phone from the computer - recently it always makes me re-enter my login password instead of just allowing me to click "play on phone".
Maybe I missed the training, but I dont know how to use this software.
More assistance with headset installation. I ordered a headset and was not provided the proper training on how to install it and was unable to use it for 5 months until a co-work helped me troubleshoot the issue.
More training resources, online tutorials. Would work better if the people I need to videoconference with also had Lync.
Only using the phone and checking voicemails from inbox.
Personalization options in the ring tone.
Sometimes voicemails are "saved" before they are ever heard, which results in them not being noticed.
Throughout the day I have "blips" where my connection drops for 30 secons - 2 minutes. It is pretty disruptive when accessing email, shared documents/servers, and lync instant messaging. When discussing this issue with KCIT, it was addressed as standard network variance, and it was suggested that it wasn't happening as frequently as I represented it to be. Considering the majority of our communciations are now hinged on the network, I'd like to see a more consistent connectivity.
We were one of the first groups to adopt Lync; I believe our experience was not as 100% satisfactory as the trainers were not as experienced as this was also a new system to teach. Our Aastra phones are not one of the best either which probably compounded the problem; we experienced lot of issues with the phone in the reception area. I still do a lot of troubleshooting for my employees; some of them seem to have constant problems, but they are solvable. It has gotten much better, but there are still lingering weaknesses in the Lync system.

Question 10: Given your Lync experience, what would like to see changed?

King County Prosecutor
Ability to hear callers; audio quality
Actual and consistent integration with Outlook contact directory. Real people to respond to problems and technical issues. Conversation/call history kept up-to-date. It's April, and my conversation history's most recent entry is January 23, 2014. That sucks big time.
Fix problems such as - often when playing voicemails through headset I hear dial tone at the same time as voicemail message.
Go back to using analog phones.
Here's some things that I DON't like about the system: hooked up to computer; someone else coming into office can't just pick up the phone and use it; system has problems with placing calls - oftentimes calls won't go through - have to repeat; odd ball things crop up, i.e. problems with dialing particular long distance numbers, etc.
I do not like the fact that I have to be logged on to make a call. Sometimes I want to use the phone the second I walk in in the morning and sometimes I need to make a call after I log out. I don't like the screen that pops up everytime I pick up the phone. If I'm looking at an email with a phone number in it, the popup covers it. I don't use any other features of Lync so these added steps are not outweighed by the benefits.
I do not use it. I would like to not have to close the windows every time I log onto my computer. otherwise, no suggestions.
I have found that the function that allows for recording of the phone call is not always available, but have not been able to determine why that is. I often conduct interviews over the telephone that need to be recorded so if this function was always available, that would be most convenient.
I would like the system not to show that I am unavailable just because I haven't touched my computer in several minutes.
I would like to be able to turn off or disable all the pop-ups that occur during any given call. I would also like to stop incoming calls from disturbing the current phone call I'm on, i.e. pop-ups AND sounds
Instant messages disappear after a period of time. This is not helpful and does not let me know someone sent me one. They need to stay on the screen until I close it out.
It would have been nice for someone to have come in and trained us
Maybe actually have the system installed before getting asked how I like it.
More training; I don't know how to set up an "away" message, for example, and it is not very clear how to transfer a call.
Neither of my computers are set up with microphones to use the Lync computer calling, so it's pretty much just IMing and then also a regular desk phone like any other desk phone except a very uncomfortable hand-held portion.
The desk phone isn't the best device for how often I am on the phone. The speakerphone is far too quiet. There is a long delay between when I answer the phone and when someone can actually hear me talking. The buttons don't work that well when dialing a phone number. It's impossible to hold the handset on your shoulder while typing. Not being able to transfer a call with the desk phone is odd.
The phone is cheap, hard to hear and moves all over your desk. It is a horrible product. The email voicemails are very handy. Otherwise I would like the old phones back.
The phone slides around on the desk too much when you try and dial the buttons.

Question 10: Given your Lync experience, what would like to see changed?

The quality of the voice calls is not good. Very hard to hear people. It makes them sound like they're in a tin can. When picking up a call from the parking lot, it seems to take forever to have the call connected. Too much lag time. Also, I wish the phone didn't have a lock button on it. It seems unnecessary.
We really need IMs to be saved. It doesn't need an infinite archive, but at least 30 days of messages. I can't use it for important work purposes, because as soon as the window closes, it's like the communication never existed.
King County Sheriff Office
A night mode. The white is too bright when your working in your car at night.
After a short time on Lync, I went on vacation and it was difficult figuring out away messaging. I have two lines that I needed to set up for my absence. The terminology is a bit confusing, and the process cumbersome.
All calls completed without breaking up and dropping More complete instructions with each phone More intuitive user interface Better voice quality Voice message indicator and easier access to voice mail
Better communication after reporting tickets. It seems like we get the runaround until we continuously raise the same issue over and over.
Better sound quality on tape recorded telephone calls (interviews) Remove the "wait time" from when the phone rings to when you're talking to the caller (very irritating to pick up the phone and hear "beep, beep, beep" when I'm busy)
Doesn't help me to learn how to link my picture with my name, but what would have been more helpful would have been learning how to transfer a call... pick up someone else's line, etc. Never learned how to do that. For some folks, just learning the basics would help.
Doubt there is anything that can be done about my lack of time to learn this new system.
Ensure internet is working so the calls can come thru. More control options for deletages of a "main line"
Fix problems with call quality and the length of time it takes to connect to the call.
Get rid of the annoying ringing that occurs simultaneously when I'm on a current call & there is an incoming call; Allow the system time when I'm dialling an outgoing call (I don't seem to dial the number fast enough & am frequently kicked out of that call attempt); Eliminate the call pick up audio delay.
Have it work more than half the time.. no delay in picking up calls.. ability to transfer without fail
I have no idea who to report problems to. If it's IT our IT person doesn't know anything about these phones. How about some training for everybody.
I miss my programmed speed dial buttons. I have to look up and dial almost every number by hand. Sound quality on Lync to an outside phone sucks. The delay when answering a call is very annoying to me and the caller.
I would like to be able to dial a number and have the phone call that number, not give me a list of people in that department.
Listening to voicemail is terrible.
More control over Instant Messaging. Like control over pop up previews, etc.
More widespread use through all departments.
Needs to be able to adjust fonts and colors for us night users. It's kinda bright at night.
Not having to wait 2-10 seconds every time I answer an incoming voice call.

Question 10: Given your Lync experience, what would like to see changed?

Phones need to still work to make calls when you are not signed onto a computer.
Sammamish PD has not received the Lync phones, and thus not using the voicemail, or other features. All our laptops have Lync installed, but some do not have video, and thus we are unable to video conference.. Also, I'm not aware of any formal training provided to KCSO law enforcement personnel, before the system was installed at various worksites; none was advertised to us before it was installed on our laptops. As mentioned before, Sammamish PD does not have the Lync phone system.
Seperate (shorter) training for those who do not use meetings or conference calls
Simpler manner in which to record telephone conversations outside of Lync.
Smartphone app seems to mess with settings I created at work; continual errors syncing with Exchange;
take it out
The "auto complete" feature when dialing numbers is somewhat annoying if you hesitate just for a moment rather than dialing the number quickly. If I pick up the handset and try to dial a number, but hesitate, the phone auto dials another number. To combat this I leave the handset on the phone base and dial first. But overall the auto complete feature is not handy at all for me.
The desk phone is horrible. It's not ergonomic. You put it between your shoulder and your ear and it still keeps slipping out. I try not use it as much as I can.
The hand sets are useless when having to talk and type and the headset is not an option due to the other electronics in the unit.
training before making us use it probably would have been better
When speaking to people on the phone, the voice breaks and sometimes I hear every other word. In the beginning I reported it daily, but since nothing seemed to be done about it I stopped reporting it. Cant use link phone in Seattle. KCSO has 2 seperate numbers which some people were not aware 477 ones and 263 ones. I have a 477 one and was unable to use my phone when I was downtown at the 263 site. Lately now the new issue is the phone won't call certain people. Other people in the unit are experiancing the same issue. Very dissatisfied with this phone.
Superior Court
1) The Lync dialog box will no longer shrink smaller on screen after last update. Having the ability to shrink this box would allow me to keep it on screen along with other programs. 2)Making a contact's phone number more easily visible.
better more user friendly desk phones for a start!
Fewer attempts at trying to call a phone number. Often times, the first attempt does not result in a dial tone.
First choice is to go back to the old system. Decrease delays in dialing and connection. Decrease delays with person calling and receiving an answer. Decrease dropped calls.
For us not to be given all of the information and emails on it until we are actually expected to use it or perhaps a week or two before we will be using it.
Get rid of it.
Go back to the old phones.
I don't have a headset. I would like one.
I prefer a call system that is not reliant on whether the computer network is operational
I want it gone. Like every conservative Republican and Obamacare I would vote 50 time to remove it.

Question 10: Given your Lync experience, what would like to see changed?

<p>I want my old land line back. It doesn't require a computer to be turned on and signed in (a huge delay in an emergency if your computer is turned off) before the phone works. If the computer or network are down, then you have no email and now no phone. Many have quit using their Lync phones and just use their cell phones whenever possible.</p>
<p>I would like to be able to use my phone like a phone. Right now I feel like I sound like a telemarketer as do my incoming calls (at home I hang up when I hear the beep beep). When the regular end-user MS employees say that the system works well and consistently I will be willing to revisit my view. I also think the county IT manager who was shown on TV owes every county employee an apology. When the system is completely down, as has happened on two Fridays, it is NOT a training issue</p>
<p>i would like to know how to eliminate my presence status. i would like to use my telephone when Lync is down.</p>
<p>I'd like the phone to work when I pick up the receiver.</p>
<p>In order to fix Lync, first I would make it work. Remove the delays, voice distortion, dead silence that makes it sound like the calls drop, and stop actual dropped calls. Then fix the phones so you can push the numbers without having the phone slide away. Parking a call is ridiculous. I would make it so you can transfer a call and speak to the person you are transferring it to prior to the actual transfer. Make the phone app work so you don't just get half the information sent. make it so that if you answer a the phone while typing it doesn't start making dialing noise. Make the window ask you if you really want to stop a call when you attempt to close the call window. Make it so that IM's are noticeable and don't hide behind open windows. Allow you to call with one button instead of trying to hover and get a bubble that allows you to call or transfer a call. Boy, in writing this I realize the only thing I like about Lync that works is the email notifications of voicemails with attached voicemails.</p>
<p>It was rolled out before it was ready with no analysis or understanding of our business needs.</p>
<p>It's hard to know what can be changed. I would like to see all of the problems I've described above fixed. Essentially, we need to be able to answer one another's lines, we need to end the delay when transferring, and we must end the innumerable dropped calls. We also need the phone to stop dialing partial numbers when you pause to look at a number while dialing. We need it to connect when we call someone. We should be able to call Security and 911 without a problem. We are just trying to use Lync like a phone and it cannot reliably perform that function. Who cares about video conferencing and all of that foolishness when you cannot call 911.</p>
<p>My voicemail messages appear to be lost at times. (People will ask me if I have received their message and there are none in my mailbox.) Other messages will appear in my email as if I have checked them and they are new to me. Calls often get dropped. When you make a call, a box pops up that covers the computer screen-hugely annoying. I have had numerous issues. System goes down at times. It takes too much time to log in. My phone does not work without logging in so it wastes time. My old phone still rings at times so I'm not sure which phone is working at times.</p>
<p>Nothing, we have this type of system at home and it is way better than Lync. With Lync you never know if you hang up on a person or the call is dropped. The phone quality is like talking on a cell phone, which in my opinion reflects badly on the County. If you use the number pad on the phone you push the phone across your desk it is so light. It takes forever to make a phone call, which is inefficient. Transferring a call is a pain and inefficient. We all are constantly apologizing to our customers about our new phone system. It is a super pain if you want to make a quick phone call, but can't because you are not logged into a computer. It is not a good phone system, for a place where several people cover one desk or in multiple locations. You have to have the phone set up for every desk and every location and that is pain for everyone involved. I just want to make a phone call and conduct business. Also, when the network goes down and there are no phones, all business stops, which also does not reflect well on the County. I do not want to even think what will happen in an emergency, and there are no phones available or something bad happens because you are not logged onto a computer!</p>

Question 10: Given your Lync experience, what would like to see changed?

Phone calls are highly annoying. I am usually using my email when I make a call and often am calling the sender about an email I want to discuss. To have the Lync screen pop up in front of the email every time I pick up the handset, then to have to grope around to try to minimize it while the dial tone is buzzing, all the while trying not to disconnect myself while trying to get back to the email message so I can (after several screens) click on the sender's number, is a major nuisance. Conversely, the fact that the phone set is dead when I'm not logged in to my computer is also a hassle.
Phone reception is sometimes poor. Voice mail messages are sometimes not clear enough to determine who the caller is and what the message is. The desk phone and receiver are not sturdy---hard to hold during a call, not steady when dialing.
Replace phone system with something that works
Replaced with an analog line and if that is not an option then a soup can and string should suffice
Serious reliability issues.
Speakerphone volume could be louder.
Still when you put someone on hold and come back the callers voice is slow and very hard to hear and I end up hanging up on them and calling them back. I know it's been reported so I have not reported it. I don't put anyone on hold anymore I just set the phone down.
That the call log is enabled. I like to have the opportunity to go back and see what numbers have called or came in and what numbers I've called. It would have been very helpful when someone called me and then I realized that I needed to call her back and clarify something and couldn't.
The calls can sound distant. My calls are dropped quite often. The computer system goes down quite often and it is time-consuming to reboot. I do not feel like it was an improvement. I do not like the phone connected to the computer.
too much technology isn't necessarily a better thing.....regular phones have always worked perfectly and weren't reliant on computer networks to function.....
Transfer process needs to be redesigned to require less steps. A number of employees have expressed dissatisfaction with this feature. Transfers are time-consuming and have resulted in lost calls.
Turn "Conversation History" back on. I used it to track who I called, how many times and when, or if they called me.
unknown
When dialing, the phone does not place the call unless you hit the speaker button. This was fixed recently and the fix lasted a few days, today it is back to speaker only response. The other problem is the volume control. It does not seem to respond when turned up, I still struggle to hear other party. It is very troubling to not be able to use the phone if logged off the computer.
Where do I even start. This system is appalling. It has made my job harder not easier. It has caused me to have less communication, not more. I choose to use my personal cell phone now instead of my work phone. Dropped calls, calls that are lost mid conversation, calls that I can't make or that are made to me that end up using other systems (like a cell) are non stop. Nor do the attempts to solve the problems work....they just frustrate you more because they can't fix it...so you end up no longer calling for service (which I did at first but no longer bother). I LOATH this new system. The only thing that would make it better would be to get rid of it.
#NAME?

Question 10: Given your Lync experience, what would like to see changed?

*less log-on problems *No delay when I answer the phone *No dropped calls *Response group transfers should always work *Contact on Lynch should always be available
1) When my computer is in the snooze mode, I have to log in before I can answer my phone. I miss half my calls because of this. 2) The outgoing voice message part doesn't work right. There doesn't seem to be a way to record a temporary greeting then return to the outgoing message that was there before. I have to re-record it. Plus, even if I re-record it and you listen to the message, it isn't the message that I just recorded. So frustrating!
All computers should be able get LYNC like county computers
being able to easily transfer calls from desk phone
Don't roll out changes until you have properly engineered and funded a solution. No UPS power supplies on network switches - phones will fail in an emergency. Too much down time - never had that with analog or centrex.
go back to previous system...
Go back to separate systems. If one is down, everything is down. Very inefficient. Hard to see when I have a voicemail. Why does my phone have a light as to whether I'm here or not? I know when I'm here. Use that larger light to show voicemails, that would be more useful.
Make it work. Make it work before you install it.
More training or a hotline to ask questions without disrupting our IT people.
parking a call to transfer it to another line.
phone call quality & way to block specific numbers for each phone
<p>That the phones do not work when the computer is off or the network is down is a very serious setback for personnel safety in case of an individual emergency or more general disaster. Whenever I make or receive a phone call, an pop-up window or two appear(s) on my computer monitor, interfering with what I'm working on. I often need what's behind the pop-ups to discuss with the person at the other end of the line, and need to minimize the pop-up(s) using the mouse. I find this very disruptive to my workflow. I've asked IT if there's a way to tell Lync not to display pop-ups and was told there is not. I find this to be a serious design defect with the Lync software and hope the developer will remedy that _soon_ and give the user more control over the user interface. It seems I can receive voice mail at my desk phone without a password. This seems like a serious data/info security flaw. I would like a desk phone with a conventional handset. The CX300 handset looks cool but does not have the physical functionality of a conventional phone handset. I would like to be able to make the phone ring sound more like a conventional phone ring both when making and receiving calls. The chimey sounds are cute at first but rapidly become very annoying. Bottom line: I need a phone, not a computer network integrated communications device. I have worked for a state agency that had phones with pretty much all the functionality of Lync (except for 'status' indicators), but the phones were conventional and did not go through our computers and worked even during power outages. I'd like to see us headed more in that direction. btw, instant messaging has been available for years with the Windows OS on Microsoft networks, without need for Lync.</p>



King County

Government Accountability and Oversight Committee

STAFF REPORT

Agenda Item:	6	Name:	Leah Zoppi
Proposed No.:	2014-0085	Date:	5/13/2014

SUBJECT

An ordinance authorizing the county executive to enter into an interlocal agreement with Seattle Community College District 6 to provide small contractor and supplier certification services.

BACKGROUND

King County certifies small businesses as small contractors and suppliers (SCS) for participation in its Contracting Opportunities Program. King County entered into agreements in 2011 with the Port of Seattle (Ordinance 17050) and 2012 with Sound Transit (Ordinance 17314) creating a regional collaboration model for SCS certification in King County. The regional collaboration model uses common application forms and common certification standards as well as providing a common online directory of certified SCS firms. The proposed ordinance would allow the Executive to enter into an interlocal agreement (ILA) to establish a similar partnership with Seattle Community College (SCC) District 6 for SCS certification services provided by King County.

ANALYSIS

Partnering with other public agencies for SCS certification using common application forms and common certification standards makes it easier for small contractors and suppliers to work with public agencies. Having a common online directory of certified SCS firms makes it easier for prime contractors to identify qualified small businesses. Proposed Ordinance 2014-0085 would support King County's strategic plan goals of promoting regional economic development through partnerships with regional organizations, other jurisdictions and the private sector; and encouraging creating contracting opportunities for small and disadvantaged businesses.

This agreement would also allow King County, the Port of Seattle, and Sound Transit to share the costs of certifying SCS with SCC District 6, allowing King County to recover an increased portion of SCS certification costs. SCC District 6 would pay a proportionate share of the fixed amount of King County's costs for annual maintenance and operation of the SCS database and directory, and an equal share of the fixed certification fee for each SCS certification application King County reviews, up to \$1,500

per year. Expanding King County's regional SCS partnership by entering into this agreement would allow King County to recover three quarters of its annual SCS certification costs, up from the two-thirds cost recovery King County achieved in 2013.

This proposed ILA is substantially similar to the ILAs King County entered into with the Port of Seattle and Sound Transit. One significant change is that it modifies the financial condition for SCS eligibility. Eligibility under this agreement would be set at (1) fifty percent of the Federal Small Business Administration small business size standards using the North American Industrial Classification System; (2) Each owner's personal net worth less than \$1.32 million; and (3) The business owners' agreement to participate in a minimum of 15 hours of business development training within 12 months of certification approval. At the time of their adoption, the agreements with the Port of Seattle and Sound Transit defined condition (2) as "each owner's personal net worth less than \$750,000." According to Business Development and Contract Compliance Division staff, the personal net worth threshold in condition (2) was adjusted effective January 1, 2014 to account for the effects of inflation. The prior adjustment was made in 1989. Similar amendments have been made to the agreements with the Port of Seattle and Sound Transit, so all three interlocal agreements would be consistent.

AMENDMENT

Amendment 1 makes changes to the ILA at the recommendation of legal counsel to clarify and conform with the terms of the agreement, as described in the fiscal note. Staff from SCC District 6 and the Executive concur with these changes.

ATTACHMENTS

1. Proposed Ordinance 2014-0085, with attachments
2. Amendment 1, including Attachment A, Interlocal Agreement, revised April 24, 2014
3. Transmittal letter, dated February 5, 2014
4. Fiscal note



Signature Report

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

May 9, 2014

Ordinance

Proposed No. 2014-0085.1

Sponsors von Reichbauer

1 AN ORDINANCE authorizing the county executive
2 to enter into an interlocal agreement with Seattle
3 Community College District 6 to provide small
4 contractor and supplier certification services.

5 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

6 SECTION 1. Findings:

7 A. The King County strategic plan supports a strong, diverse and sustainable
8 economy.

9 B. The King County strategic plan promotes regional economic development
10 through partnerships with regional organizations, other jurisdictions and the private
11 sector.

12 C. The King County strategic plan encourages creating contracting opportunities
13 for small and disadvantaged businesses.

14 D. King County Executive Order Con 7-12 calls for partnerships with other
15 public agencies to develop common application forms and common certification
16 standards to make it easier for small contractors and suppliers to work with public
17 agencies.

18 E. King County certifies small businesses as small contractors and suppliers for
19 participation in its contracting opportunities program.

20 F. King County and Seattle Community College District 6 have programs
21 whereby each entity and its contractors are encouraged to use certified small businesses
22 in the performance of their contracts.

23 G. Seattle Community College District 6 and King County certification
24 requirements for small contractors and suppliers are identical.

25 H. It is in the economic interest of King County and Seattle Community College
26 District 6 to encourage competition within the supply chain and to increase the number of
27 small contractors and suppliers on their procurements.

28 I. King County and Seattle Community College District 6 desire to enter into an
29 agreement under which the county will provide small contractor and supplier certification
30 services to Seattle Community College District 6 for its program.

31 J. King County is able and willing to provide small contractor and supplier
32 certification services to Seattle Community College District 6, consistent with K.C.C.
33 chapter 4.19, the strategic plan priorities and executive order policies noted in subsections
34 A. through D. of this section.

35 K. Participation in the agreement will benefit the customers of Seattle
36 Community College District 6 and the residents of King County.

37 SECTION 2. The county executive is authorized to execute an interlocal
38 agreement, substantially in the form of Attachment A to this ordinance, with Seattle

39 Community College District 6, for the county to provide small contractor and supplier
40 certification services.

41

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Larry Phillips, Chair

ATTEST:

Anne Noris, Clerk of the Council

APPROVED this ____ day of _____, ____.

Dow Constantine, County Executive

Attachments: A. Interlocal Agreement

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INTERLOCAL AGREEMENT
FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER
CERTIFICATION SERVICES
BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6

INTERLOCAL AGREEMENT BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6
CERTIFICATION SMALL CONTRACTOR AND SUPPLIERS

INTERLOCAL AGREEMENT
FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER
CERTIFICATION SERVICES BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6

THIS INTERLOCAL AGREEMENT (“Agreement”) FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER CERTIFICATION SERVICES BETWEEN KING COUNTY (“County”) AND SEATTLE COMMUNITY COLLEGE DISTRICT 6 is entered on this ____ day of _____, 2014. Collectively, the County and SEATTLE COMMUNITY COLLEGE DISTRICT 6 are referred to as the “Parties.”

RECITALS

WHEREAS, the County operates the Contracting Opportunities Program to provide contracting opportunities for small businesses on County contracts; and

WHEREAS, the County and Seattle Community College District 6 and its contractors are encouraged to use certified small businesses as prime contractors, subcontractors and suppliers; and

WHEREAS, it is in the economic interest of the County and Seattle Community College District 6 to encourage competition within the supply chain and to increase the number of small contractors and suppliers in their procurements; and

WHEREAS, the County certifies small businesses as Small Contractor and Supplier (SCS) firms for participation in its Contracting Opportunities Program; and

WHEREAS, Seattle Community College District 6 desire to enter into an Agreement under which the County will provide access to its SCS database and Directory and provide certification services to small businesses doing business with Seattle Community College District 6; and

WHEREAS, the County has previously entered into an agreement with the Port of Seattle and Sound Transit to support the maintenance and operation of the SCS certification program, and Seattle Community College District 6 wishes to share of the costs of administrating the County’s SCS certification program along with the other public agencies supporting the SCS certification program; and

WHEREAS, County Executive Order Con 7-12 calls for partnerships with other public agencies to develop common application forms and common certification standards to make it easier for SCS firms to work with public agencies; and

WHEREAS, pursuant to RCW 39.34, the Interlocal Cooperation Act, the Parties are each authorized to enter into an agreement for cooperative action.

INTERLOCAL AGREEMENT BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6
CERTIFICATION SMALL CONTRACTOR AND SUPPLIERS

NOW THEREFORE, the Parties hereby agree:

1. PURPOSE

The purpose of the Agreement is to set forth the terms and conditions under which the County will provide certification services for Small Contractors and Suppliers to Seattle Community College District 6.

2. RESPONSIBILITIES

2.1 COUNTY RESPONSIBILITIES

2.1.1 **SCS CERTIFICATION PROCESS.** The County shall be responsible for the certification process for businesses that have demonstrated an interest in participating or continuing to participate as SCS firms in procurements administered by the County, the Port of Seattle, Sound Transit, Seattle Community College District 6 and other participating agencies. This process includes certification, recertification, and removal and/or decertification of business.

The County will apply the standard procedures in the certification process set forth in Exhibit A attached and incorporated into this Agreement.

2.2 ON-LINE DIRECTORY. The County will host and maintain an Online Directory of Certified SCS Firms ("SCS Directory").

2.2.1 The SCS Directory will include the following search options:

- a. Contract Category – categories shall include construction, architectural & engineering, professional/technical consulting and goods & services.
- b. NAICS Codes - North American Industry Classification System, searchable the code number and/or using keywords at <http://www.census.gov/eos/www/naics/>.
- c. By Construction Specification Institute Code – Usable for Construction related firms.
- d. Business Name / Description –Searchable using name or keywords.

2.2.2 **Excel Download–** The entire SCS Directory shall be available for download.

- 2.2.3 Public Agency Logos – Each party agrees that the application form and webpage for the SCS Directory shall display the logo for the County, the Port of Seattle, Sound Transit, Seattle Community College District 6 and any other public agency participating in the SCS Directory.

3. SHARED RESPONSIBILITIES

The Parties mutually agree to the following provisions:

- 3.1 **CERTIFICATION APPLICATION.** Each Party agrees to use the same SCS certification application form and CPA affidavit. The County shall provide Seattle Community College District 6 an application form and CPA affidavit for use and distribution to businesses seeking to obtain certification as a Small Contractor and Supplier. The official logo of each Party will appear on the front page of the certification application and the CPA affidavit.
- 3.2 **PROGRAM ADMINISTRATION.** Seattle Community College District 6 and the County may apply different methods, strategies and outreach efforts in administering their respective small business programs separately and apart from this agreement for the County to provide SCS certification services.
- 3.3 **SCS DIRECTORY.** The County shall maintain an SCS Directory and make the same certification SCS Directory available for Seattle College's use. The SCS Directory is currently located at:
<http://www.kingcounty.gov/exec/BusinessDev.aspx>
- 3.4 **INFORMATION SHARING.** The Parties agree to share copies of any documents that may affect the certification status of a certified SCS Firm.
4. **ELIGIBILITY AND DIRECTORY STANDARDS.** The Parties agree to the following eligibility and directory standards:
- 4.1 **FINANCIAL CONDITIONS.** The relevant financial condition for eligibility shall be based on: (1) A threshold for standard business classifications set at fifty percent (50%) of the Federal Small Business Administration (SBA) small business size standards using the North American Industrial Classification System (NAICS); (2) Each owner's personal net worth less than \$1.32 million and; (3) The business owners' agreement to participate in a minimum of fifteen (15) hours of business development training within twelve months of certification approval.

- 4.2 SCS PROGRAM RULES.** The parties agree that the County's SCS program will apply its rules to the applications of entities sponsored by Seattle Community College District 6 for certification consideration as SCS firms.
- 5. CERTIFICATION.** The Parties agree to the following SCS certification process:
- 5.1 REFERRALS.** Seattle Community College District 6 will refer the small businesses on its business rosters to the County to apply for certification under the County's SCS certification program.
- 5.2 LENGTH OF CERTIFICATION.** The length of initial certification shall not exceed five (5) years.
- 5.3. CERTIFICATION REVIEWS.** The County shall complete all certification reviews within thirty (30) days from the date of receipt from a fully executed and completed certification application and all required supporting documentation for each applicant business.
- 6. RECORDKEEPING.** The County shall keep all records pertaining to active certification files as required by the County's applicable retention schedules and the County shall accept any costs incurred for this activity. Where there is a disagreement about the determination of the County regarding the acceptance or denial of a firm for SCS certification based upon the certification standards outlined in this Agreement, the County will provide a copy of its written determination to Seattle Community College District 6 and the applicant firm upon request.
- 7. REVIEW AGENCY.** The County will perform the certification review for all applicant firms to include initial certification, recertification and decertification. Seattle Community College District 6 will assist the County in defending appeals, challenges, and investigations of third party allegations concerning SCS firms.
- 8. LEGAL COUNSEL.** Each party shall obtain separate legal counsel to address certification matters, as needed. The County shall defend against any challenges to its certification of SCS firms.
- 9. ADMINISTRATION**

The following individuals are designated as representatives of the respective Parties. The representatives shall be responsible for administering this Agreement and for coordinating and monitoring performance under it. In the event such representatives are changed, the party making the change shall notify the other party.

The King County Designated representative shall be the Director of the Finance Business and Operations Division of the Department of Executive Services or his/her designee or successor.

The Seattle Community College District 6 Designated Representative shall be the Purchasing Director.

10. DURATION AND RENEWAL OF AGREEMENT

This Agreement shall be effective on January 1, 2014. Any renewals of this Agreement shall be upon the mutual written agreement of the Parties.

11. COMPENSATION

11.1 SEATTLE COMMUNITY COLLEGE DISTRICT 6 COMPENSATION TO COUNTY. Seattle Community College District 6 shall compensate the County for its certification services as follows:

11.1.1 Seattle Community College District 6 shall pay a proportionate share of the fixed amount of the County's costs for annual maintenance and operation of the SCS database and Directory. (As of December 2013, there are three agencies providing funding for the SCS database and Directory (King County, Port of Seattle, and Sound Transit), and Seattle Community College District 6 fixed annual maintenance and operation fee is one fourth of the County's annual maintenance and operation costs.) If the County enters into a contract with additional parties for maintenance and operation of the SCS database and Directory, the County shall further apportion the total annual maintenance and operation costs equally and proportionately among all participating agencies, including the County and Seattle Community College District 6.

11.1.2 Seattle Community College District 6 shall also pay an equal share of the fixed certification fee (below) for each SCS certification application that is received by the County for which the County completes a certification review. The County will charge a fixed administrative fee regardless of whether an applicant for certification or recertification is approved or denied. If the County enters into contracts with additional parties to support the SCS database and Directory, the fixed certification fee will be apportioned equally among all the participating agencies including the County and Seattle Community College District 6.

The current fixed certification fee is twenty three dollars (\$23.00) and will be charged by the County for processing each application.

This fee will be divided among all the participating agencies. Seattle Community College District 6 obligation for its share of the certification fee will not exceed a total maximum amount of \$1,500 annually.

11.1.3. The parties to this Agreement may agree in writing to utilize a different fee methodology for calculation of the payment referenced in subsection (b) above upon mutual written consent by each party.

11.2 INVOICES. The County shall invoice Seattle Community College District 6 as follows:

11.2.1 Annually for the County's annual maintenance and operations costs up to a maximum total of \$1,500 as described in Section 11.1.1 of this Agreement.

11.2.2 Annually for the recovery cost of the certification fees up to a maximum total of \$1,500.00 as described in Section 11.1.2 of this Agreement.

11.3 PAYMENT TO THE COUNTY. Seattle Community College District 6 shall pay the amount invoiced and due within thirty (30) days after receipt of an invoice that shall include the following information items:

11.3.1 The firm name of all applicants for which a certification review was conducted during the invoice period, regardless of the whether certification was approved or denied;

11.3.2 An equal and proportionate share of the fixed fee applied to the total number of certification reviews completed during the invoice period;

11.3.3 The determination (approval or denial) for each applicant for which the County conducted a certification review during the invoice period;

11.3.4 The certification number for all applicants approved for certification during the invoice period; and,

11.3.5 The total amount of payment requested by the County and the amount remaining of the maximum total amounts under Section 11 of this Agreement.

12. PERFORMANCE OF AGREEMENT

- 12.1 COMPLIANCE WITH ALL LAWS.** Each party shall comply with all federal, state and local laws, rules, regulations and ordinances applicable to the performance of this Agreement, including without limitation, all those pertaining to confidentiality, disabilities and non-discrimination.
- 12.2 MAINTENANCE AND AUDIT OF RECORDS.** Each party shall maintain books, records, documents, and other materials relevant to its performance under the Agreement. These records shall be subject to inspection, review, and audit by either party or its designee, and the Washington State Auditor's Office. Each party shall retain all such books, records, documents, and other materials for the applicable retention period under federal and Washington law.
- 12.3 TREATMENT OF ASSETS AND PROPERTY.** No fixed assets or personal or real property will be jointly or cooperatively, acquired, held, used, or disposed of pursuant to this Agreement.
- 12.4 IMPROPER INFLUENCE.** Each party agrees, warrants, and represents that it did not and will not employ, retain, or contract with any person or entity on a contingent compensation basis for the purpose of seeking, obtaining, maintaining, or extending this Agreement. Each party agrees, warrants, and represents that no gratuity whatsoever has been, or will be, offered or conferred with a view towards obtaining, maintaining, or extending this Agreement.
- 12.5 CONFLICT OF INTEREST.** The elected and appointed officials and employees of the parties shall not have any personal interest, direct or indirect, which gives rise to a conflict of interest.

13. INDEMNIFICATION

To the extent permitted by law, the County shall protect, defend, indemnify and save harmless Seattle Community College District 6, and its officers, officials, employees and agents, while acting within the scope of their employment, from any and all costs, claims, demands, judgments, damages, or liability of any kind including injuries to persons or damages to property which arise out of, or in any way result from, or are connected to, or are due to any acts or omissions of the County in its performance of this Agreement. The County shall not be required to indemnify, defend, or save harmless Seattle Community College District 6 if the claim, suit, or action for injuries or damages is caused by the sole negligence of Seattle Community College District 6. In the event of any claims, demands, actions and lawsuits, the County upon prompt notice from Seattle Community College District 6, shall assume all costs of defense thereof, including legal fees incurred by Seattle Community College District 6, and of all resulting judgments

that may be obtained against Seattle Community College District 6. This indemnification shall survive the termination of this Agreement.

14. DISPUTES

14.1 DISPUTE RESOLUTION PROCESS. The Designated Representatives of the Parties shall use their best efforts to resolve disputes and issues arising out of or related to this Agreement. Each Designated Representative shall notify the other in writing of any problem or dispute the Designated Representative believes needs formal resolution. This written notice shall include: (1) a description of the issue to be resolved; (2) a description of the difference between the Parties on the issue; and (3) a summary of steps taken by Designated Representative to resolve the issue. The Designated Representatives shall meet within three (3) business days of receiving the written notice and attempt to resolve the dispute. In the event the Designated Representatives cannot resolve the dispute, Seattle Community College District 6 Chancellor or his/her designee and the County Executive or his/her designee shall meet within seven (7) business days of receiving notice from a Designated Representative and engage in good faith negotiations to resolve the dispute.

The Parties agree that they shall have no right to seek relief under this Agreement in a court of law until and unless each of these procedural steps is exhausted; provided that this requirement shall not apply if the applicable statute of limitations will run during the time that may be required to exhaust the procedural steps set forth above.

14.2 GOVERNING LAW. This Agreement shall be governed exclusively by the laws of the State of Washington.

14.3 ATTORNEY FEES. If any legal action or other proceeding is brought for the enforcement of this Agreement or because of an alleged dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each party shall pay its own attorney's fees incurred in that action, arbitration or proceeding.

15. TERMINATION

Any party may terminate this Agreement without cause upon thirty (30) calendar days by written notice either personally delivered or mailed postage-prepaid by certified mail, return receipt requested, to the party's last known address. If this Agreement is terminated, the Parties shall be liable only for performance rendered or costs incurred in accordance with the terms of this Agreement prior to the effective date of termination.

16. GENERAL PROVISIONS

- 16.1 NO AGENCY.** No joint venture or partnership is formed as a result of this Agreement. No employees, agents or subcontractors of one party shall be deemed, or represent themselves to be, employees of any other Party.
- 16.2 NO EMPLOYEE RELATIONSHIP.** In performing work and services hereunder, the County and its employees, agents, consultants and representatives shall be acting as independent contractors and shall not be deemed or construed to be employees or agents of Seattle Community College District 6 in any manner whatsoever. No employee of any Party shall hold him/herself out as, or claim to be an officer or employee of the other Party by reason of this Agreement and shall not make any claim, demand, or application to or for any right or privilege applicable to an officer or employee of the other Party. Each Party shall be solely responsible for any claims for wages or compensation by its employees, agents, and representatives, including consultants, and shall hold the other Party harmless therefrom.
- 16.3 NOTICES.** All notices or requests required or permitted under this Agreement shall be in writing, shall be personally delivered or sent by certified mail, return receipt requested, postage prepaid, or by facsimile transmission and shall be deemed received three (3) business days following the date when mailed or on the date when delivered or faxed (provided the fax machine has issued a printed confirmation of receipt). All notices or requests shall be sent to the King County and Seattle Community College District 6 addressed as follows:

To King County:

King County
Attn: Ken Guy, Director Finance and Business Operations Division
CNK-ES-0350
401 Fifth Avenue, Third Floor
Seattle, WA 98104-1818

To Seattle Community College District 6:

Seattle Community College District 6
Attn: Minoo Damanpour, Purchasing Director
1500 Harvard Ave
Seattle, WA 98122

- 16.4 NO THIRD PARTY RIGHTS.** It is understood and agreed that this Agreement is solely for the benefit of the Parties hereto, and nothing in this Agreement, whether express or implied, is intended to confer any rights or remedies under or by reason of this Agreement on any persons other than the Parties.
- 16.5 CHANGES, MODIFICATIONS, AMENDMENTS AND WAIVERS.** The Agreement may be changed, modified, amended, or waived only by written agreement signed by the Parties and adopted in accordance with each Party's legislative procedures. Changes herein which are technical in nature, consistent with the intent of the Agreement and fall within the scope of their respective authorities may be approved on behalf of the County by the County Executive and on behalf of Seattle Community College District 6 by its Chancellor. Any waiver of a term or condition of the Agreement shall apply only to the specific act, occurrence or omission and shall not constitute a waiver as to any other term or condition or future act, occurrence or omission. Waiver of breach of any term or condition of this Agreement shall not be considered a waiver of any prior or subsequent breach.
- 16.6 ASSIGNMENT.** Neither Party may assign its rights or delegate its duties under this Agreement, whether by assignment, further, subcontract or other means. Any such attempted assignment or delegation shall be void and shall constitute a material breach of the Agreement.
- 16.7 SEVERABILITY.** In the event any term or condition of the Agreement or application thereof to any person or circumstances is held invalid, such invalidity shall not affect other terms, conditions, or applications of this Agreement that can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this Agreement are declared severable.
- 16.8 ENTIRE AGREEMENT.** This Agreement contains all the terms and conditions agreed upon by the Parties. No other understandings, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind any of the Parties hereto.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the last date signed below.

SEATTLE COMMUNITY COLLEGE DISTRICT 6

Jill Wakefield,
Chancellor

Date

KING COUNTY

Dow Constantine,
King County Executive

Date

INTERLOCAL AGREEMENT BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6
CERTIFICATION SMALL CONTRACTOR AND SUPPLIERS

EXHIBIT A

SCS Certification Process

For purposes of this Agreement the County will follow the Small Contractor and Supplier (SCS) review and certification procedures set out below. The Parties may mutually agree to amend or update these procedures from time to time.

(1) Notification and application receipt

- i. Upon receipt of an application for SCS certification, the County shall send an email notification receipt to the contact person identified in the certification application to inform him/her of the date the application was received by the County. The notification shall be sent within two (2) business days after the County's receipt of the application.
- ii. All applicants for certification must complete and submit an application and the required supporting documentation necessary to conduct the certification review. The County shall process complete applications in the order received.
- iii. All applicants shall be required to prepare and submit the certification application in electronic or typewritten hard copy formats. The County will not accept handwritten applications.

(2) Certification review period

- i. For all complete applications, the County will complete the certification review within thirty (30) business days from the application receipt date unless otherwise provided herein. The County may extend this period once, per application, for no more than an additional fifteen (15) days, upon written notice to Seattle Community College District 6 explaining the specific reasons for the extension.
- ii. For applicants using the CPA Affidavit method, the County will complete the certification review within ten (10) business days from the application receipt date unless otherwise provided herein.
- iii. For all certification reviews estimated to exceed the standard thirty (30)-business day review period, the County will notify the applicant within two (2) days from the County's receipt of the complete application package, to inform the applicant of the estimated time to complete the review. The County shall notify the applicant by email.

(3) Applicant Missing Information

- i. For all incomplete application packages, the County will identify any deficiencies and send a request via email to the applicant contact person that includes a request to submit the information requested within thirty (30) calendar days.
- ii. Upon receipt of missing items from the applicant, the County will notify the applicant via email with an estimated review completion date that shall not exceed the standard thirty (30) business days.
- iii. Failure of the applicant to submit the missing information requested within thirty (30) calendar days from the notification date by the County will result in removal of the application from certification review.
- iv. If an applicant has sought certification previously as an SCS from the County and failed to comply with a request from the County to submit information, the applicant must complete and submit a new application to initiate the review process. The County shall process complete applications in the order received unless otherwise provided in this Agreement.

(4) Requests to Expedite the Certification Review Process

- i. The County may grant a request to expedite the certification review process if:
 - a) Seattle Community College District 6 or a contractor submits a written request to expedite the application; or
 - b) The Parties to this agreement determine and agree that expediting the review process is the only action to ensure SCS firms an opportunity to participate in the contracting activity or procurement processes administered by the requesting public entity.
- ii. All requests to expedite the certification review process must be made in writing and received by the County certification reviewers ten (10) business days prior to a bid opening or proposal due date.
- iii. The County may deny requests to expedite the certification review process if any of the following conditions exists:
 - a) The County receives the request less than ten (10) business days prior to the identified bid opening or proposal due date.
- iv. The County will make the final decision on whether or not a request to expedite certification review will be granted.

Exhibit B

Designated Representatives

The County's designated representative shall be the Director of the Finance Business and Operations Division of the Department of Executive Services or his/her designee or successor as follows:

Name: Ken Guy
Address: 401 Fifth Avenue, Third Floor, Seattle, WA 98104, Mailstop:
CNK-ES-0350
Phone: 206-263-9254
Email: ken.guy@kingcounty.gov

The Seattle Community College District 6 Designated Representative shall be the Purchasing Director or his/her designee as follows:

Name: Minoo Damanpour
Address: 1500 Harvard Ave, Seattle, WA 98122
Phone: 206-934-4132
Email: minoo.damanpour@seattlecolleges.edu

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4/24/14

[LZ]

Sponsor: von ReichbauerProposed No.: 2014-0085**1 AMENDMENT TO PROPOSED ORDINANCE 2014-0085, VERSION 1**

2 Delete Attachment A, Interlocal Agreement for Provision of Small Contractor and
3 Supplier Certification Services between King County and Seattle Community College
4 District 6, and insert Attachment A, Interlocal Agreement for Provision of Small
5 Contractor and Supplier Certification Services between King County and Seattle
6 Community College District 6, dated April 24, 2014.

7 **EFFECT: Makes changes at the recommendation of legal counsel to clarify and to**
8 **conform with the terms of the agreement, as described in the fiscal note.**

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INTERLOCAL AGREEMENT

FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER CERTIFICATION SERVICES

BETWEEN

KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6,

April 24, 2014

INTERLOCAL AGREEMENT
FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER
CERTIFICATION SERVICES BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6

THIS INTERLOCAL AGREEMENT (“Agreement”) FOR PROVISION OF SMALL CONTRACTOR AND SUPPLIER CERTIFICATION SERVICES BETWEEN KING COUNTY (“County”) AND SEATTLE COMMUNITY COLLEGE DISTRICT 6 is entered on this ____ day of _____, 2014. Collectively, the County and SEATTLE COMMUNITY COLLEGE DISTRICT 6 are referred to as the “Parties.”

RECITALS

WHEREAS, the County operates the Contracting Opportunities Program to provide contracting opportunities for small businesses on County contracts; and

WHEREAS, the County and Seattle Community College District 6 and its contractors are encouraged to use certified small businesses as prime contractors, subcontractors and suppliers; and

WHEREAS, it is in the economic interest of the County and Seattle Community College District 6 to encourage competition within the supply chain and to increase the number of small contractors and suppliers in their procurements; and

WHEREAS, the County certifies small businesses as Small Contractor and Supplier (SCS) firms for participation in its Contracting Opportunities Program; and

WHEREAS, Seattle Community College District 6 desire to enter into an Agreement under which the County will provide access to its SCS database and Directory and provide certification services to small businesses doing business with Seattle Community College District 6; and

WHEREAS, the County has previously entered into an agreement with the Port of Seattle and Sound Transit to support the maintenance and operation of the SCS certification program, and Seattle Community College District 6 wishes to share of the costs of administrating the County’s SCS certification program along with the other public agencies supporting the SCS certification program; and

WHEREAS, County Executive Order Con 7-12 calls for partnerships with other public agencies to develop common application forms and common certification standards to make it easier for SCS firms to work with public agencies; and

WHEREAS, pursuant to RCW 39.34, the Interlocal Cooperation Act, the Parties are each authorized to enter into an agreement for cooperative action.

INTERLOCAL AGREEMENT BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6
CERTIFICATION SMALL CONTRACTOR AND SUPPLIERS

NOW THEREFORE, the Parties hereby agree:

1. PURPOSE

The purpose of the Agreement is to set forth the terms and conditions under which the County will provide certification services for Small Contractors and Suppliers to Seattle Community College District 6.

2. RESPONSIBILITIES

2.1 COUNTY RESPONSIBILITIES

2.1.1 **SCS CERTIFICATION PROCESS.** The County shall be responsible for the certification process for businesses that have demonstrated an interest in participating or continuing to participate as SCS firms in procurements administered by the County, the Port of Seattle, Sound Transit, Seattle Community College District 6 and other participating agencies. This process includes certification, recertification, and removal and/or decertification of business.

The County will apply the standard procedures in the certification process set forth in Exhibit A attached and incorporated into this Agreement.

2.2 ON-LINE DIRECTORY. The County will host and maintain an Online Directory of Certified SCS Firms ("SCS Directory").

2.2.1 The SCS Directory will include the following search options:

- a. Contract Category – categories shall include construction, architectural & engineering, professional/technical consulting and goods & services.
- b. NAICS Codes - North American Industry Classification System, searchable the code number and/or using keywords at <http://www.census.gov/eos/www/naics/>.
- c. By Construction Specification Institute Code – Usable for Construction related firms.
- d. Business Name / Description –Searchable using name or keywords.

2.2.2 **Excel Download–** The entire SCS Directory shall be available for download.

- 2.2.3 **Public Agency Logos** – Each party agrees that the application form and webpage for the SCS Directory shall display the logo for the County, the Port of Seattle, Sound Transit, Seattle Community College District 6 and any other public agency participating in the SCS Directory.

3. SHARED RESPONSIBILITIES

The Parties mutually agree to the following provisions:

- 3.1 CERTIFICATION APPLICATION.** Each Party agrees to use the same SCS certification application form and CPA affidavit. The County shall provide Seattle Community College District 6 an application form and CPA affidavit for use and distribution to businesses seeking to obtain certification as a Small Contractor and Supplier. The official logo of each Party will appear on the front page of the certification application and the CPA affidavit.
- 3.2 PROGRAM ADMINISTRATION.** Seattle Community College District 6 and the County may apply different methods, strategies and outreach efforts in administering their respective small business programs separately and apart from this agreement for the County to provide SCS certification services.
- 3.3 SCS DIRECTORY.** The County shall maintain a SCS Directory and make the same certification SCS Directory available for use by Seattle Community College district 6. The SCS Directory is currently located at: <http://www.kingcounty.gov/exec/BusinessDev.aspx>
- 3.4 INFORMATION SHARING.** The Parties agree to share copies of any documents that may affect the certification status of a certified SCS Firm.
- 4. ELIGIBILITY AND DIRECTORY STANDARDS.** The Parties agree to the following eligibility and directory standards:
- 4.1 FINANCIAL CONDITIONS.** The relevant financial condition for eligibility shall be based on: (1) A threshold for standard business classifications set at fifty percent (50%) of the Federal Small Business Administration (SBA) small business size standards using the North American Industrial Classification System (NAICS); (2) Each owner's personal net worth less than \$1.32 million and; (3) The business owners' agreement to participate in a minimum of fifteen (15) hours of business development training within twelve months of certification approval.

5. **CERTIFICATION.** The Parties agree to the following SCS certification process:
- 5.1 **REFERRALS.** Seattle Community College District 6 will refer the small businesses on its business rosters to the County to apply for certification under the County's SCS certification program.
- 5.2 **LENGTH OF CERTIFICATION.** The length of initial certification shall not exceed five (5) years.
- 5.3. **CERTIFICATION REVIEWS.** The County shall complete all certification reviews within thirty (30) days from the date of receipt of a fully executed and completed certification application and all required supporting documentation for each applicant business.
6. **RECORDKEEPING.** The County shall keep all records pertaining to active certification files as required by the County's applicable retention schedules and the County shall be responsible for these retention costs. Where there is a disagreement about the determination of the County regarding the acceptance or denial of a firm for SCS certification based upon the certification standards outlined in this Agreement, the County will provide a copy of its written determination to Seattle Community College District 6 and the applicant firm upon request.
7. **REVIEW AGENCY.** The County will perform the certification review for all applicant firms to include initial certification, recertification and decertification. Seattle Community College District 6 will assist the County in defending appeals, challenges, and investigations of third party allegations concerning SCS firms.
8. **LEGAL COUNSEL.** Each party shall obtain separate legal counsel to address certification matters, as needed. The County shall defend against any challenges to its certification of SCS firms.
9. **ADMINISTRATION.** The following individuals are designated as representatives of the respective Parties. The representatives shall be responsible for administering this Agreement and for coordinating and monitoring performance under it. In the event such representatives are changed, the party making the change shall notify the other party.

The King County Designated representative shall be the Director of the Finance Business and Operations Division of the Department of Executive Services or his/her designee or successor.

The Seattle Community College District 6 Designated Representative shall be the Purchasing Director.

10. DURATION AND RENEWAL OF AGREEMENT. This Agreement shall be effective on January 1, 2014. Any renewals of this Agreement shall be upon the mutual written agreement of the Parties.

11. COMPENSATION

**11.1 SEATTLE COMMUNITY COLLEGE DISTRICT 6
COMPENSATION TO COUNTY.** Seattle Community College District 6 shall compensate the County for its certification services as follows:

11.1.1 Seattle Community College District 6 shall pay a proportionate share of the fixed amount of the County's costs for annual maintenance and operation of the SCS database and Directory. (As of December 2013, there are three agencies providing funding for the SCS database and Directory (King County, Port of Seattle, and Sound Transit), and Seattle Community College District 6 fixed annual maintenance and operation fee is one fourth of the County's annual maintenance and operation costs.) If the County enters into a contract with additional parties for maintenance and operation of the SCS database and Directory, the County shall further apportion the total annual maintenance and operation costs equally and proportionately among all participating agencies, including the County and Seattle Community College District 6.

11.1.2 Seattle Community College District 6 shall also pay an equal share of the fixed certification fee (below), but only up to \$1,500 per year, for each SCS certification application that is received by the County for which the County completes a certification review. The County will charge a fixed administrative fee regardless of whether an applicant for certification or recertification is approved or denied. If the County enters into contracts with additional parties to support the SCS database and Directory, the fixed certification fee will be apportioned equally among all the participating agencies including the County and Seattle Community College District 6.

The current fixed certification fee is twenty three dollars (\$23.00) and will be charged by the County for processing each application. This fee will be divided among all the participating agencies. Seattle Community College District 6 obligation for its share of the certification fee will not exceed a total maximum amount of \$1,500 annually.

11.1.3 The parties to this Agreement may agree in writing to utilize a different fee methodology for calculation of the payment referenced in subsection 11.1.2 above upon mutual written consent

by each party.

11.2 INVOICES. The County shall invoice Seattle Community College District 6 as follows:

11.2.1 Annually for the County's annual maintenance and operations costs up to a maximum total of \$1500, as described in Section 11.1.1 of this Agreement.

11.2.2 Annually for the recovery cost of the certification fees up to a maximum total of \$1,500.00 as described in Section 11.1.2 of this Agreement.

11.3 PAYMENT TO THE COUNTY. Seattle Community College District 6 shall pay the amount invoiced and due within thirty (30) days after receipt of an invoice that shall include the following information items:

11.3.1 The firm name of all applicants for which a certification review was conducted during the invoice period, regardless of the whether certification was approved or denied;

11.3.2 An equal and proportionate share of the fixed fee applied to the total number of certification reviews completed during the invoice period; provided however Seattle Community College District 6's share of this cost shall not exceed \$1,500 annually;

11.3.3 The determination (approval or denial) for each applicant for which the County conducted a certification review during the invoice period;

11.3.4 The certification number for all applicants approved for certification during the invoice period; and,

11.3.5 The total amount of payment requested by the County and the totals of both the annual maintenance and operation costs and annual certification fees.

12. PERFORMANCE OF AGREEMENT

12.1 COMPLIANCE WITH ALL LAWS. Each party shall comply with all federal, state and local laws, rules, regulations and ordinances applicable to the performance of this Agreement, including without limitation, all those pertaining to confidentiality, disabilities and non-discrimination.

12.2 MAINTENANCE AND AUDIT OF RECORDS. Each party shall maintain books, records, documents, and other materials relevant to its

performance under the Agreement. These records shall be subject to inspection, review, and audit by either party or its designee, and the Washington State Auditor's Office. Each party shall retain all such books, records, documents, and other materials for the applicable retention period under federal and Washington law.

12.3 TREATMENT OF ASSETS AND PROPERTY. No fixed assets or personal or real property will be jointly or cooperatively, acquired, held, used, or disposed of pursuant to this Agreement.

12.4 IMPROPER INFLUENCE. Each party agrees, warrants, and represents that it did not and will not employ, retain, or contract with any person or entity on a contingent compensation basis for the purpose of seeking, obtaining, maintaining, or extending this Agreement. Each party agrees, warrants, and represents that no gratuity whatsoever has been, or will be, offered or conferred with a view towards obtaining, maintaining, or extending this Agreement.

12.5 CONFLICT OF INTEREST. The elected and appointed officials and employees of the parties shall not have any personal interest, direct or indirect, which gives rise to a conflict of interest.

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To the extent permitted by law, each party shall protect, defend, indemnify and save harmless the other party, and its/their officers, officials, employees and agents, while acting within the scope of their employment, from any and all costs, claims, demands, judgments, damages, or liability of any kind including injuries to persons or damages to property to the extent resulting from, the indemnifying party's negligent acts or omissions in their performance of this agreement. the indemnifying party shall not be required to indemnify, defend, or save harmless the indemnified party for costs, claims, demands, judgments, damages, or liability of any kind including injuries to persons or damages to property to the extent resulting from the negligence of the indemnified party in the event of any claims, demands, actions and lawsuits, the indemnifying party upon prompt notice from the indemnified party, shall assume all costs of defense thereof, including legal fees incurred by the indemnified party, and of all resulting judgments that may be obtained against the indemnified party this indemnification shall survive the termination of this agreement.

14. DISPUTES

14.1 DISPUTE RESOLUTION PROCESS. The Designated Representatives of the Parties shall use their best efforts to resolve disputes and issues arising out of or related to this Agreement. Each Designated Representative shall notify the other in writing of any problem or dispute the Designated Representative believes needs formal resolution. This written notice shall include: (1) a description of the issue to be resolved; (2) a description of the difference between the Parties on the issue; and (3) a summary of steps taken by Designated Representative to resolve the issue. The Designated Representatives shall meet within three (3) business days of receiving the written notice and attempt to resolve the dispute. In the event the Designated Representatives cannot resolve the dispute, Seattle Community College District 6 Chancellor or his/her designee and the County Executive or his/her designee shall meet within seven (7) business days of receiving notice from a Designated Representative and engage in good faith negotiations to resolve the dispute.

The Parties agree that they shall have no right to seek relief under this Agreement in a court of law until and unless each of these procedural steps is exhausted; provided that this requirement shall not apply if the applicable statute of limitations will run during the time that may be required to exhaust the procedural steps set forth above.

14.2 GOVERNING LAW. This Agreement shall be governed exclusively by the laws of the State of Washington.

14.3 ATTORNEY FEES. If any legal action or other proceeding is brought for the enforcement of this Agreement or because of an alleged dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each party shall pay its own attorney's fees incurred in that action, arbitration or proceeding.

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- 16.1 NO AGENCY.** No joint venture or partnership is formed as a result of this Agreement. No employees, agents or subcontractors of one party shall be deemed, or represent themselves to be, employees of any other Party.
- 16.2 NO EMPLOYEE RELATIONSHIP.** In performing work and services hereunder, the County and its employees, agents, consultants and representatives shall be acting as independent contractors and shall not be deemed or construed to be employees or agents of Seattle Community College District 6 in any manner whatsoever. No employee of any Party shall hold him/herself out as, or claim to be an officer or employee of the other Party by reason of this Agreement and shall not make any claim, demand, or application to or for any right or privilege applicable to an officer or employee of the other Party. Each Party shall be solely responsible for any claims for wages or compensation by its employees, agents, and representatives, including consultants, and shall hold the other Party harmless therefrom.
- 16.3 NOTICES.** All notices or requests required or permitted under this Agreement shall be in writing, shall be personally delivered or sent by certified mail, return receipt requested, postage prepaid, or by facsimile transmission and shall be deemed received three (3) business days following the date when mailed or on the date when delivered or emailed. All notices or requests shall be sent to the King County and Seattle Community College District 6 addressed as follows: To King County:

King County
Attn: Ken Guy, Director Finance and Business Operations Division
CNK-ES-0350
401 Fifth Avenue, Third Floor
Seattle, WA 98104-1818
Phone: 206-263-9254
Email: ken.guy@kingcounty.gov

To Seattle Community College District 6:

Seattle Community College District 6
Attn: Minoo Damanpour, Purchasing Director
1500 Harvard Ave
Seattle, WA 98122
Phone: 206-934-4132
Email: minoo.damanpour@seattlecolleges.edu

- 16.4 NO THIRD PARTY RIGHTS.** It is understood and agreed that this Agreement is solely for the benefit of the Parties hereto, and nothing in this Agreement, whether express or implied, is intended to confer any rights or remedies under or by reason of this Agreement on any persons other than the Parties.
- 16.5 CHANGES, MODIFICATIONS, AMENDMENTS AND WAIVERS.** The Agreement may be changed, modified, amended, or waived only by written agreement signed by the Parties and adopted in accordance with each Party's legislative procedures. Changes herein which are technical in nature, consistent with the intent of the Agreement and fall within the scope of their respective authorities may be approved on behalf of the County by the County Executive and on behalf of Seattle Community College District 6 by its Chancellor. Any waiver of a term or condition of the Agreement shall apply only to the specific act, occurrence or omission and shall not constitute a waiver as to any other term or condition or future act, occurrence or omission. Waiver of breach of any term or condition of this Agreement shall not be considered a waiver of any prior or subsequent breach.
- 16.6 ASSIGNMENT.** Neither Party may assign its rights or delegate its duties under this Agreement, whether by assignment, further, subcontract or other means. Any such attempted assignment or delegation shall be void and shall constitute a material breach of the Agreement.
- 16.7 SEVERABILITY.** In the event any term or condition of the Agreement or application thereof to any person or circumstances is held invalid, such invalidity shall not affect other terms, conditions, or applications of this Agreement that can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this Agreement are declared severable.
- 16.8 ENTIRE AGREEMENT.** This Agreement contains all the terms and conditions agreed upon by the Parties. No other understandings, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind any of the Parties hereto.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the last date signed below.

SEATTLE COMMUNITY COLLEGE DISTRICT 6

Jill Wakefield,
Chancellor

Date

KING COUNTY

Dow Constantine,
King County Executive

Date

INTERLOCAL AGREEMENT BETWEEN
KING COUNTY AND SEATTLE COMMUNITY COLLEGE DISTRICT 6
CERTIFICATION SMALL CONTRACTOR AND SUPPLIERS

EXHIBIT A**SCS Certification Process**

For purposes of this Agreement, the County will follow the Small Contractor and Supplier (SCS) review and certification procedures set out below. The Parties may mutually agree to amend or update these procedures from time to time.

(1) Notification and application receipt

- i. Upon receipt of an application for SCS certification, the County shall send an email notification receipt to the contact person identified in the certification application to inform him/her of the date the application was received by the County. The notification shall be sent within two (2) business days after the County's receipt of the application.
- ii. All applicants for certification must complete and submit an application and the required supporting documentation necessary to conduct the certification review. The County shall process complete applications in the order received.
- iii. All applicants shall be required to prepare and submit the certification application in electronic or typewritten hard copy formats. The County will not accept handwritten applications.

(2) Certification review period

- i. For all complete applications, the County will complete the certification review within thirty (30) business days from the application receipt date unless otherwise provided herein. The County may extend this period once, per application, for no more than an additional fifteen (15) days, upon written notice to Seattle Community College District 6 explaining the specific reasons for the extension.
- ii. For applicants using the CPA Affidavit method, the County will complete the certification review within ten (10) business days from the application receipt date unless otherwise provided herein.
- iii. For all certification reviews estimated to exceed the standard thirty (30)-business day review period, the County will notify the applicant within two (2) days from the County's receipt of the complete application package, to inform the applicant of the estimated time to complete the review. The County shall notify the applicant by email.

(3) Applicant Missing Information

- i. For all incomplete application packages, the County will identify any deficiencies and send a request via email to the applicant contact person that includes a request to submit the information requested within thirty (30) calendar days.
 - ii. Upon receipt of missing items from the applicant, the County will notify the applicant via email with an estimated review completion date that shall not exceed the standard thirty (30) business days.
 - iii. Failure of the applicant to submit the missing information requested within thirty (30) calendar days from the notification date by the County will result in removal of the application from certification review.
 - iv. If an applicant has sought certification previously as an SCS from the County and failed to comply with a request from the County to submit information, the applicant must complete and submit a new application to initiate the review process. The County shall process complete applications in the order received unless otherwise provided in this Agreement.
- (4) Requests to Expedite the Certification Review Process
- i. The County may grant a request to expedite the certification review process if:
 - a) Seattle Community College District 6 or a contractor submits a written request to expedite the application; or
 - b) The Parties to this agreement determine and agree that expediting the review process is the only action to ensure SCS firms an opportunity to participate in the contracting activity or procurement processes administered by the requesting public entity.
 - ii. All requests to expedite the certification review process must be made in writing and received by the County certification reviewers ten (10) business days prior to a bid opening or proposal due date.
 - iii. The County may deny requests to expedite the certification review process if any of the following conditions exists:
 - a) The County receives the request less than ten (10) business days prior to the identified bid opening or proposal due date.
- The County will make the final decision on whether or not a request to expedite certification review will be granted.

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February 5, 2014

The Honorable Larry Phillips
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Phillips:

I am pleased to transmit legislation that would expand the existing regional collaboration model for small contractors and suppliers (SCS) certification in King County. Towards this objective, King County and Seattle Community College District 6 have finalized an interlocal agreement under which the County will provide small business certification services to Seattle Community College District 6. The Port of Seattle and Sound Transit are already signatories to a similar agreement for regional service per Ordinances 17050 and 17314, respectively.

This collaborative model demonstrates our commitment to work jointly with other jurisdictions, regional organizations and the private sector to deliver high quality customer service to the residents of King County, consistent with the King County Strategic Plan. The regional certification service will use a single application and common certification standards to determine the eligibility of a small business to participate on either King County or Seattle Community College District 6 contracts. It will also employ a common online directory of certified SCS firms for easy use by prime contractors. The inclusion of Seattle Community College District 6 as a partner for regional certification service with the County further supports a seamless and single-point of SCS certification.

The interlocal agreement negotiated with the Seattle Community College District 6 is enclosed as Attachment A to the proposed ordinance. This document has undergone legal review through the Prosecuting Attorney Office and Seattle Community College District 6 legal counsel; both have confirmed acceptance of its terms and conditions. The interlocal agreement defines services and the allocation of costs dependent on the number of parties to the agreement.

The interlocal agreement is also a key element of my procurement reform initiative, launched via Executive Order Con 7-12 in March 2010. The initiative focuses on making it easier for

The Honorable Larry Phillips
February 5, 2014
Page 2

firms to do business with King County by reducing cycle time for procurements and increasing opportunities for small businesses.

The expansion of this regional collaboration model for small business certification is a noteworthy demonstration of our vision for building lasting regional partnerships. Our goal is to continue expanding this one-stop certification model to other jurisdictions.

If you have any questions regarding this regional collaboration model for small business certification, or the interlocal agreement with Seattle Community College District 6, please contact Ken Guy, Director of the Finance and Business Operations Division, at 206-263-9254.

Sincerely,

Dow Constantine
King County Executive

Enclosures

cc: King County Councilmembers
 ATTN: Michael Woywod, Chief of Staff
 Anne Noris, Clerk of the Council
Carrie S. Cihak, Director, Policy and Strategic Initiatives, King County
 Executive Office (KCEO)
Ray Moser, Economic Policy Advisor/Business Relations Manager, KCEO
Dwight Dively, Director, Office of Performance, Strategy, and Budget
Caroline Whalen, County Administrative Officer and Director, Department of
 Executive Services (DES)
Ken Guy, Director, Finance and Business Operations Division (FBOD), DES
Wendy Keller, Manager, Procurement, and Contract Services Section, FBOD, DES
Sandy Hanks, Supervisor, Business Development and Contract Compliance, FBOD,
 DES

FISCAL NOTE

Ordinance/Motion No. 00-	
Title:	Interlocal Agreement between King County and Seattle Community College District 6 for Small Contractor and Supplier Certification Services
Affected Agency and/or Agencies:	DES/Finance and Business Operations Division
Note Prepared By:	Eunjoo Greenhouse
Note Reviewed By:	

Impact of the above legislation on the fiscal affairs of King County is estimated to be:

Revenue to:

Fund/Agency	Fund	Revenue	Current Year	1st Year	2nd Year	3rd Year
	Code	Source				
Finance/FBOD	5450	Fees	3,900	4,095	4,300	4,515
TOTAL						

Expenditures from:

Fund/Agency	Fund	Department	Current Year	1st Year	2nd Year	3rd Year
	Code					
Finance/FBOD	5450		0	0	0	0
TOTAL						

Expenditures by Categories

	Current Year	1st Year	2nd Year	3rd Year
Services/Intergovernmental Services	0	0	0	0
TOTAL				

Assumptions:

Assumes the revenue for 1/4 for certification application fee and 1/4 of application maintenance and hosting.

Assumes increase of 5% each year.

The existing system maintenance cost is \$11,000 in 2013. There is no incremental cost associated with the Interlocal agreement.

Average annual number of certifications is 200. The fee per certification application is \$23 in 2013.

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King County

Government Accountability and Oversight Committee

STAFF REPORT

Agenda Item:	7	Name:	Nick Wagner
Proposed No.:	2014-0127	Date:	13 May 2014
Invited:	James Johnson, Deputy Director, Office of Labor Relations Whitney Abrams, Union Representative, Professional and Technical Employees, Local 17		

SUBJECT

An ordinance approving a collective bargaining agreement with the Professional and Technical Employees, Local 17, covering employees who work in the Departments of King County Information Technology, Executive Services, Community and Human Services, and Judicial Administration, and in King County Elections.

SUMMARY

Proposed Ordinance 2014-0127 (Att. 1) would approve a collective bargaining agreement (CBA) (Att. 1-A) between King County and the Professional and Technical Employees, Local 17. The CBA covers about 330 employees who work in the Departments of King County Information Technology, Executive Services, Community and Human Services, and Judicial Administration, and in King County Elections.

1. Term of the CBA

The CBA covers the three-and-a-half-year period from 1 July 2013 through 31 December 2015 (Article 24, Att. 1-A, p. 34).¹

2. The Bargaining Unit

As described in the Executive's transmittal letter (Att. 4), the employees who make up this bargaining unit "perform a variety of information technology jobs and functions including website development, database administration, network administration, and application development." Collectively, according to the Executive, "these employees ensure that the County's websites, servers, networks, and computers work to allow the County to conduct its business on behalf of the residents of King County." The 45 classifications in which the bargaining unit members work are listed in CBA Addendum A (Att. 1-A, pp. 35-36).

¹ Page references in this staff report refer to the page number of the specific attachment, not to the page number of the meeting materials.

CHANGED CONTRACT PROVISIONS

The proposed CBA is largely a three-and-a-half-year continuation of the previous CBA. The most notable exceptions are:

1. COLAs

Article 9, Section 1, of the CBA (Att. 1-A, p. 14) and Addendum A (Att. 1-A, pp. 35-36) provide for the bargaining unit members' compensation to be based on the King County Squared Schedule, which reflects the cost of living adjustments (COLAs) that the county agreed on with the vast majority of the county's represented employees for the years 2013 and 2014:

Year	COLA Formula	COLA
2013	95% of CPI-W increase for Seattle-Tacoma-Bremerton, with 0% floor and no ceiling	3.09%
2014	95% of CPI-W increase for Seattle-Tacoma-Bremerton, with 0% floor and no ceiling	1.67%

The fiscal impact of the COLAs is described in the Fiscal Note (Att. 5), which is summarized in the table on the next page of this staff report. The COLA for 2013 has already been paid, and the COLA for 2014 is being paid this year, since that was required pursuant to the "2011 Zero COLA" MOA, which the Council approved by Ordinance 16998 in December of 2010.

Assuming the King County Squared Schedule for calendar years 2015 and 2016 reflects an agreement on wage adjustments reached through bargaining with the King County Coalition of Unions, as it has in previous years, this bargaining unit will receive whatever wage adjustment is negotiated for those years. Any coalition agreement on wages will be subject to council review and approval.

2. Administration of leave

In Articles 6, 7, and 8 of the CBA (Att. 1-A, pp. 5-14), the provisions related to holidays, vacation leave, and sick leave, respectively, have been revised to comport with how those forms of leave have been administered historically.

3. Security clearances and background checks

Attachment C to the CBA (Att. 1-C) is a memorandum of agreement (MOA) concerning administration of the requirement of the Department of Adult and Juvenile Detention that certain employees obtain security clearances and pass background checks pursuant to applicable state and federal law (e.g., as a condition for access to county detention facilities). The MOA was reached through coalition bargaining.

Attachment D to the CBA (Att. 1-D) is an MOA providing that a Labor Management Committee will be convened "with the purpose of discussing the organizational direction of the Department of King County Information Technology and its impact on background check requirements."

4. Performance standards for Department of Judicial Administration

Attachment E to the CBA (Att. 1-E) is an MOA providing for different performance standards for bargaining unit members who work in the Department of Judicial Administration (DJA):

	DJA Employees	Other Employees
Standard/Satisfactory	2.50 – 3.49	3.00 – 3.74
Above Standard	3.50 – 3.74	3.75 – 4.19
Outstanding	3.75 – 5.00	4.20 – 5.20

The difference is attributable to DJA's use of a unique rating system.

5. Certain employees to remain overtime-eligible

Attachment H to the CBA (Att. 1-H) is an MOA providing in part that 20 bargaining unit members who have been transferred to King County Information Technology from the Department of Public Health (DPH) and the Department of Community and Human Services (DCHS) have the option to continue being compensated on an hourly basis, instead of being salaried, and thereby to remain eligible for overtime, though choosing that option makes them ineligible for executive leave. New employees in those positions will be salaried.

FISCAL IMPACT

The fiscal impact of the CBA is detailed in the Fiscal Note (Att. 5) and is summarized in the table below.

	2014 ²	2015	2016
Increase over previous year	\$584,419	To be determined	To be determined
Cumulative increase over 2012	\$109,628		

CONSISTENCY WITH LABOR POLICIES

The proposed CBA appears to be consistent with the County's labor policies, except for the amount of time that has passed (10 months) since the previous CBA expired and the MOA allowing certain employees to continue being compensated on an hourly basis.³ The delay in reaching a new agreement was due to a protracted ratification process.

² This amount is already being paid pursuant to the 2011 Zero COLA agreement.

³ Labor Policy LAB 5.020(D) provides: "Job classifications that are not required by law to be compensated on an hourly basis should be compensated on a salaried basis whenever possible."

LEGAL REVIEW

The CBA has been reviewed by the Office of the Prosecuting Attorney, Civil Division.
(Att. 4: Transmittal letter)

ATTACHMENTS

1. Proposed Ordinance 2014-0127
 - Att. A (Collective Bargaining Agreement)
 - Att. B (Addendum A - Wages)
 - Att. C (Addendum B)
 - Att. D (MOA re. security clearances and background checks)
 - Att. E (MOA re. DJA performance standards)
 - Att. F (MOA re. executive leave awards)
 - Att. G (MOA re. step progression for former DOT staff)
 - Att. H (MOA re. step progression for former DPH and DCHS staff)
2. Checklist and Summary of Changes
3. Contract Consistency with Adopted Labor Policies
4. Transmittal letter
5. Fiscal Note



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

March 26, 2014

Ordinance

Proposed No. 2014-0127.1

Sponsors

1 AN ORDINANCE approving and adopting the collective
2 bargaining agreement negotiated by and between King
3 County and Professional and Technical Employees, Local
4 17 (Information Technology) representing employees in the
5 departments of King County information technology,
6 executive services, community and human services and
7 judicial administration and in King County elections, and
8 five memoranda of agreement; and establishing the
9 effective date of said agreements.

10 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

11 SECTION 1. The collective bargaining agreement negotiated by and between
12 King County and Professional and Technical Employees, Local 17 (Information
13 Technology) representing employees in the departments of King County information
14 technology, executive services, community and human services and judicial
15 administration and in King County elections, which consists of Attachments A, B and C,
16 and five memoranda of agreement, which consists of Attachments D, E, F, G and H, to
17 this ordinance, are hereby approved.

18 SECTION 2. Terms and conditions of said agreements shall be effective from
19 July 1, 2013, through and including December 31, 2016.

20

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Larry Gossett, Chair

ATTEST:

Anne Noris, Clerk of the Council

APPROVED this ____ day of _____, ____.

Dow Constantine, County Executive

Attachments: A. Agreement, B. Addendum B, C. Addendum C, D. Memorandum of Agreement - Legally Required Security Clearances/Background Checks Performed by King County, E. Memorandum of Agreement - Department of Judicial Administration Performance Appraisal Scoring, F. Memorandum of Agreement - Executive Leave Awards - DOT, G. Memorandum of Agreement - Maintaining Step Progression - DOT, H. Memorandum of Agreement - Maintaining Step Progression - DPH

**AGREEMENT
BY AND BETWEEN
KING COUNTY AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
INFORMATION TECHNOLOGY - MASTER COLLECTIVE BARGAINING AGREEMENT**

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1 ADDENDUM C: Impact of legally required security clearances/background checks performed by
2 King County Department of Adult and Juvenile Detention for King County
3 employees represented by the undersigned unions

4 MEMORANDA OF AGREEMENT:

- 5 > Labor Management Committee Regarding Legally Required Security
- 6 Clearances/Background Checks Performed By King County
- 7 > Department of Judicial Administration Performance Appraisal Scoring
- 8 > Executive Leave Awards for former Local 17 - Professional and Technical -
- 9 Department of Transportation [046] bargaining unit members
- 10 > Maintaining Step Progression for former Local 17 Professional and Technical -
- 11 Department of Transportation [046] bargaining unit members
- 12 > Maintaining Step Progression for former Local 17 Department of Public Health
- 13 and Department of Community and Human Services [060] bargaining unit
- 14 members in the Department of Public Health
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ARTICLE 1: PURPOSE

The intent and purpose of this Agreement is to promote the continued improvement of the relationship between King County (hereinafter called the County) and the employees represented by Professional and Technical Employees, Local 17 (hereinafter called the Union) by providing a uniform basis for implementing the right of public employees to join organizations of their own choosing and to be represented by such organizations in matters concerning their employment relations with the County, and to set forth the wages, hours and other working conditions of the bargaining unit employees, provided the County has authority to act on such matters.

ARTICLE 2: UNION RECOGNITION AND MEMBERSHIP

1. Department of Information Technology (KCIT);
2. Department of Executive Services;
3. Department of Community and Human Services;
4. Department of Judicial Administration;
5. King County Elections;

1 Information Technology positions in some of these departments and divisions were
2 represented by other labor unions prior to the organization of the Local 17-IT bargaining unit. Local
3 17-IT does not claim to represent positions that have been historically represented by other Unions.

4 **Section 2. Dues Deduction.** Upon receipt of written authorization individually signed by a
5 bargaining unit employee, the County shall have deducted from the pay of such employee the amount
6 of dues or representational fees as certified by the Secretary-Treasurer of the Union and transmit the
7 same to the Union. The Union will indemnify, defend and hold the County harmless against any
8 claims made and against any suit instituted against the County on account of any check-off of dues for
9 the Union. The Union agrees to refund to the County any amounts paid to it in error on account of
10 the check-off provision upon presentation of proper evidence thereof.

11 **Section 3. Union Security.** It shall be a condition of employment that all employees covered
12 by this Agreement and hired or assigned into the bargaining unit on or after its effective date shall, on
13 the thirtieth (30th) day following the beginning of such employment, become and remain members in
14 good standing in the Union or pay an agency fee to the extent allowable by law. However, nothing
15 contained in this Section shall require an employee who holds bona fide religious beliefs that prohibit
16 the payment of dues to union organizations to join the Union. The employee who holds such bona
17 fide religious beliefs shall pay an amount of money equivalent to the regular union dues to a non-
18 religious charity or to another charitable organization mutually agreed upon by the employee affected
19 and the bargaining representative to which the employee would otherwise pay the dues. The
20 employee shall furnish written proof that such payments have been made.

21 **Section 4. Termination Proceedings.** Failure by an employee to abide by the provisions
22 outlined in Section 3 above shall constitute cause for discharge of such employees; provided that
23 when an employee fails to fulfill the above obligations the Union shall provide the employee and the
24 County with thirty (30) days' notification of the Union's intent to initiate discharge action and during
25 this period the employee may make restitution in the amount which is overdue.

26 **Section 5. New Hire Forms.** The County will require all new employees hired into a
27 position included in the bargaining unit to sign a Union notification form provided by the County
28 which will inform them of the Union's exclusive recognition. One copy of the form will be retained

1 by the County, one by the employee and the original sent to the Union. The County will notify the
2 Union of any employee leaving the bargaining unit because of termination, layoff, promotion,
3 demotion, transfer, leave of absence or dismissal.

4 **Section 6. Lists.** The County will transmit to the Union twice a year, upon request, a current
5 listing of all employees in the unit. Such list shall indicate the name of the employee, wage rate, job
6 classification, and, department.

7 **ARTICLE 3: UNION REPRESENTATION**

8 **Section 1. Union Office.** An employee elected or appointed to office in a local of the Union,
9 which requires a part, or all of his/her time shall be given leave of absence without pay upon
10 application, for a maximum of two years.

11 **Section 2. Union Representative Visits.** Authorized representatives of the Union may, after
12 notifying the county official in charge, visit the work location of employees covered by this
13 agreement at any reasonable time for the purpose of investigating grievances, but shall not conduct
14 Union business on County time.

15 **Section 3. Member Access.** Authorized representatives of the Union may have reasonable
16 access to its members in County facilities for transmittal of information or representation purposes
17 before work and during lunch breaks or other regular breaks as long as the work of the County
18 employees and services to the public are unimpaired.

19 **Section 4. Stewards.** The Union shall have the right to appoint stewards within sections and
20 locations where its members are employed under the terms of this Agreement.

21 **Section 5. Bulletin Boards.** The County agrees to permit the Union to post on County
22 bulletin boards the announcement of meetings, election of officers, and any other Union material.

23 **Section 6. Policies.** Adopted written policies, rules, or directives affecting the terms and
24 conditions of this Agreement shall be provided to the Union as appropriate and/or upon request.

25 **Section 7. Rooms.** The County shall make available to the Union or other employee
26 organizations meeting space, for the purpose of conducting Union business, where such activities
27 would not interfere with the normal work of the department.

28 **Section 8. Email.** Employees represented by this Agreement shall have access to email

1 communications to conduct official union business at a reasonable level and not to interfere with
2 County business. The Union understands that email is not secure or private and is part of the public
3 domain.

4 **ARTICLE 4: RIGHTS OF MANAGEMENT**

5 The management of the County and the direction of the work force is vested exclusively in the
6 County subject to the terms of this agreement. Except to the extent there is contained in this
7 Agreement express and specific provisions to the contrary, all power, authority, rights and
8 jurisdictions of the County are retained by and reserved exclusively to the County. Such functions
9 include, but are not limited to: the right to manage the work of employees, to suspend or terminate
10 for just cause (with the exception of TLTs and probationary employees, who may be terminated at
11 will), transfer, and evaluate employees; to determine and implement methods, means and assignments
12 to accomplish the work, establish classifications and select personnel by which operations are to be
13 conducted, including staffing levels; and to initiate, prepare, modify and administer the budget.

14 **ARTICLE 5: EMPLOYEE RIGHTS**

15 **Section 1. Discipline.** The parties agree that in their respective roles, primary emphasis shall
16 be placed on preventing situations requiring disciplinary action through effective employee-
17 management relations. The primary objective of discipline shall be to correct and rehabilitate. The
18 County may discipline or discharge a career service employee for just cause. If the County
19 determines to impose disciplinary action against any employee for any reason, the employee shall be
20 apprised of his/her rights of union representation during a pre-disciplinary or disciplinary meeting and
21 of rights of appeal and representation as provided for in Article 14 (Dispute Resolution Procedures)
22 of this Agreement. Discharge during an employee's probationary period or discharge of a term-
23 limited temporary employee is not subject to the grievance procedure, as such employees serve at-
24 will.

25 **Section 2. Off-duty Conduct.** The off-duty activities of employees shall not be cause for
26 disciplinary action unless such activities are detrimental to the employee's work performance and/or
27 have an adverse impact upon the program of the agency.

28 **Section 3. Personnel File Review.** The employee and/or a representative may examine the

employee's personnel file upon request. Material placed into the personnel file relating to job performance and/or personal conduct shall be reasonable, accurate and brought to the employee's attention, with copies provided to the employee, prior to placement in the file. Supervisors may keep working files, however documents recording or communicating disciplinary actions that are not included in the personnel file may not be used against the employee or brought forward in grievance proceedings. Employees who challenge materials included in their personnel file are permitted to insert relevant rebuttal materials into the file.

Section 4. Nondiscrimination. The County and the Union agree that they will not unlawfully discriminate against any employee by reason of race, color, religion, national origin, sexual orientation, marital status, age, sex, ancestry, or the presence of any sensory, mental, or physical handicap or disability in administering and enforcing the provisions of this Agreement.

ARTICLE 6: HOLIDAYS

All benefit eligible employees shall be granted holidays with pay as provided for in RCW 1.16.050 as amended:

New Year's Day	January 1st
Martin Luther King, Jr's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	First Monday in September
Veteran's Day	November 11th
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	
Christmas Day	December 25th

and any designated by public proclamation of the chief executive of the state and adopted by King County as a legal holiday.

Whenever a holiday falls on a Sunday, the following Monday shall be observed as the holiday, and any holiday falling on a Saturday shall be observed on the preceding Friday.

Work performed on holidays by FLSA non-exempt employees shall be paid at one and one-

1 half (1-1/2) times the regular rate. In addition, the employee shall receive the regular holiday pay
2 prorated in accordance with their regular schedule.

3 An employee must be in pay status on the employee's scheduled working day before and the
4 employee's scheduled working day after a holiday in order to receive holiday pay. Each employee
5 shall receive two (2) additional personal holidays; provided that no hourly employee shall be granted
6 more than 96 hours of holiday time in a calendar year. These days shall be administered through the
7 vacation plan. One personal holiday shall be added to the vacation leave bank in the pay-period that
8 includes the first day of October and one personal holiday will be added in the pay-period that
9 includes the first day of November of each year. Employees will be able to use these days in the same
10 manner as they use vacation days earned. Employees who are assigned to work less than 40 hours per
11 week on a regular basis shall accrue these holidays on a pro-rated basis, based on their regularly
12 scheduled hours of work.

13 Hourly employees on flex or alternative work schedules shall be allowed to adjust their
14 schedules during a holiday week so as to be eligible for holiday pay plus all non-holiday work hours
15 for that work week.

16 Hourly employees on alternative work schedules or flex time who take holiday time off in
17 excess of the seven or eight hours of holiday provided, and who do not adjust their work schedules as
18 provided above shall make up the difference using accrued vacation time or leave without pay.

1 **ARTICLE 7: VACATION**

2 **Section 1. Accrual Rates**

3 All benefit eligible employees shall accrue vacation benefits for each hour in regular pay
4 status exclusive of overtime, according to the following table:

5

Length of Active Service		Annual Leave in Days Per Year
Upon hire through end of Year	5	12
Upon beginning of year	6	15
Upon beginning of Year	9	16
Upon beginning of Year	11	20
Upon beginning of Year	17	21
Upon beginning of Year	18	22
Upon beginning of Year	19	23
Upon beginning of Year	20	24
Upon beginning of Year	21	25
Upon beginning of Year	22	26
Upon beginning of Year	23	27
Upon beginning of Year	24	28
Upon beginning of Year	25	29
Upon beginning of Year and above	26	30

22

23

24 Vacation accrual rates for an employee who works other than the full time schedule standard
25 to his or her work unit shall be prorated to reflect his or her normally scheduled work week.

26 **Section 2. Vacation Pay Rate.** Employees using accrued vacation shall be paid for such
27 vacation at their current rate of pay. Upon termination, employees shall be paid out their vacation
28 balance at their base rate of pay in effect at the time of termination (including merit pay, if applicable)

up to the maximum accrual amount, less mandatory withholdings.

Section 3. Vacation Accrual Date. Each employee will accrue vacation each payroll period, based on County seniority (Benefits Service Date). Benefits Service Date shall be defined as, the most recent date of hire into a regular position, as backdated for any prior eligible service that ended no more than two years before reemployment, or other time period required by law. The Benefits Service Date is adjusted for unpaid leaves of absence, excluding unpaid family leave, that exceeds 30 calendar days. In this context, eligible service means employment in a regular position; however, if an employee moves from a term-limited temporary position into a regular position with no break in service, employment in the term-limited temporary position will be included when establishing the Benefits Service Date.

County seniority is defined as completed years of service with King County and its predecessor organizations. Eligible employees shall accrue vacation leave from their date of hire. If an employee resigns from the County in good standing or is laid off and subsequently returns to County employment within two years from such resignation or layoff, the employee's prior County service shall be counted in determining the vacation leave accrual under this Article.

Section 4. Use of Vacation. Employees shall not be eligible to take their accrued vacation leave until they have successfully completed their first six months of County employment. Vacation leave may be used by employees covered by the provisions of the FLSA in one-half hour increments, at the discretion of the appointing authority. FLSA-exempt employees may use vacation leave in increments of not less than one (1) day. This Section does not limit an employee's ability to use accrued leave for a qualifying event under the Washington Family Care Act.

Section 5. Vacation Donation. Any benefit eligible employee who has completed at least one (1) year of service may, upon written notice to the donating and receiving employees' division managers, donate to any other benefit eligible employee a portion of his or her accrued vacation for the purpose of supplementing the sick or family leave benefits of the receiving employee. Donated vacation shall be converted to a dollar value based upon the donor's straight-time rate of pay.

Vacation donations are strictly voluntary. Employees are prohibited from offering or receiving monetary or other compensation in exchange for donating vacation hours. The number of

1 hours donated shall not exceed the donor's accrued vacation credit as of the date of the request.

2 Donated vacation must be used within ninety (90) calendar days. Donated vacation not used
3 within 90 days or due to the death of the receiving employee shall revert to the donor.

4 Donated vacation is excluded from vacation payoff provisions.

5 **Section 6. Separation from Employment.** Employees in benefit eligible positions who
6 leave King County for any reason after successful completion of six months of County service shall
7 be paid for their unused vacation up to 480 hours maximum. Employees shall not be eligible to be
8 paid for vacation leave until they have successfully completed their first six months of County
9 service; if they leave County employment prior to successfully completing their first six months of
10 County service, they shall forfeit and not be paid for accrued vacation leave.

11 In the case of separation by death, payment of unused vacation, up to a maximum of 480
12 hours, will be made to the employee's estate or, in applicable cases, as provided by RCW Title 11 and
13 RCW 49.48, as amended.

14 This vacation leave cash-out is subject to any determination by bargaining unit members to
15 have their funds placed in Voluntary Employee Beneficiary Association (VEBA) accounts upon
16 retirement as a result of length of service, as set forth in the King County Code. Such determination
17 is applicable to all members of the bargaining unit.

18 **Section 7. Work while on Vacation.** No employee shall be permitted to work for
19 compensation for the County in any capacity during a time when the employee is on paid vacation.

20 **Section 8. Maximum Accrual.** Benefit eligible full-time employees may accrue up to sixty
21 (60) days of vacation leave, prorated to reflect their normally scheduled work week. Benefit eligible
22 part-time employees may accrue vacation leave up to sixty (60) days prorated to reflect their normally
23 scheduled work week. Employees must use vacation leave in excess of the maximum accrual amount
24 on or before the last day of the pay period that includes December 31 of each year. Employees may
25 accrue additional vacation beyond the maximum specified herein, when work assignments and
26 cyclical work load prevents the employee from using excess vacation by December of the year in
27 which the excess was accrued, provided the employee submits the request to carry over excess hours
28 to his/her supervisor. At the time of separation, no employee will be paid for more than 480 hours.

1 **Section 9. Vacation Carryover.** In order to be eligible for carryover of vacation leave
2 beyond the maximum accrual, an employee must have made a request to use vacation leave during
3 the calendar year, and the appointing authority must have disapproved such request. In order to be
4 eligible for carryover of excess vacation leave, a written plan must be developed and approved by the
5 employee and appointing authority. This plan must outline how the excess vacation will be used in
6 the next year. The Human Resources Division of the Department of Executive Services as well as the
7 appointing authority must approve all requests for carryover of vacation.

8 **ARTICLE 8: SICK LEAVE**

9 **Section 1. Sick Leave Accrual.** All benefit eligible employees shall accrue sick leave
10 benefits at the rate of 0.04616 hours for each hour on regular pay status, up to a maximum of eight
11 hours per month. Employees shall accrue sick leave from their date of hire in a leave eligible
12 position. There is no limit on the amount of sick leave an employee may accrue. Every benefit
13 eligible part-time employee shall receive and expend sick leave benefits proportionate to the
14 employee's regular work day.

15 **Section 2. Approved Sick Leave Use.** An employee may not use sick leave until he/she has
16 actually accrued such leave. Accrued sick leave may be used for the following reasons:

17 A. An employee's bona fide personal illness; however, an employee who suffers an
18 occupational illness may not simultaneously collect sick leave and worker's compensation payments
19 in a total amount greater than the net regular pay of the employee;

20 B. An employee's incapacitating injury; provided that:

21 1. An employee injured on the job may not simultaneously collect sick leave
22 and worker's compensation payments in a total amount greater than the net regular pay of the
23 employee;

24 2. An employee who chooses not to augment his/her worker's compensation
25 time loss through the use of sick leave shall be deemed to be on unpaid status;

26 3. An employee who chooses to augment his/her worker's compensation time
27 loss payments with the use of accrued sick leave shall notify the worker's compensation office in
28 writing of this election at the beginning of the leave.

1 C. An employee's temporary disability caused by or contributed to by pregnancy and
2 childbirth;

3 D. An employee's exposure to contagious diseases and resulting quarantine;

4 E. An employee's medical, dental or optical appointments; provided, that the
5 employee's immediate supervisor has approved the use of sick leave for such appointments;

6 F. To care for the employee's child if the child has an illness or health condition that
7 requires treatment or supervision by the employee;

8 G. To care for other family members if:

9 1. For King County Family Medical Leave the employee has been employed
10 by the County for twelve (12) months or more and has actually worked a minimum of one thousand
11 forty (1040) hours (40 hour employee) or nine hundred ten hours (35 hour employee) in the preceding
12 twelve (12) months (paid leaves such as holiday, vacation and sick leave are not considered hours
13 worked) and for Federal Family Medical Leave the employee has worked 1250 hours in the preceding
14 12 months.

15 2. The family member is the employee's spouse or domestic partner, the
16 employee's child, a child of the employee's spouse or domestic partner, the employee's parent, a
17 parent of the employee's spouse or domestic partner; and the reason for the leave is one of the
18 following:

19 a. The birth of a son or daughter and care of the newborn child, or
20 placement of the son or daughter by adoption or foster care, if the leave is taken within twelve months
21 of the birth, adoption, or placement;

22 b. To care for the employee's child, or child of the employee's spouse
23 or domestic partner whose illness or health condition requires treatment or supervision by the
24 employee; or

25 c. Care of a family member who suffers from a serious health condition
26 as defined in the King County Personnel Guidelines.

27 **Section 3. King County Family and Medical Leave.** Employees shall be entitled to family
28 medical leave, as provided by the King County Family Medical Leave Ordinance (KCC 3.12.220),

1 the federal Family Medical Leave Act, the Washington Family Care Act, and any other applicable
2 laws.

3 **Section 4. Use of Vacation Leave.** An employee who has exhausted his/her sick leave may
4 use accrued vacation leave as sick leave before going on leave of absence without pay, if approved by
5 his/her immediate supervisor, or as provided for under applicable law.

6 **Section 5. Sick Leave Donations.** Any benefit eligible employee whose sick leave accrual
7 balance exceeds 100 hours may donate to any other leave eligible, benefit eligible full-time or part-
8 time employee a portion of his/her accrued sick leave upon written notice to the donating and
9 receiving employees' division manager(s). Sick leave hour donations are strictly voluntary. No
10 employee may donate more than 25 hours of his/her accrued sick leave in a calendar year. Employees
11 are prohibited from offering or receiving monetary or other compensation in exchange for donating
12 sick leave hours.

13 A. Donated hours shall be converted to a dollar value based on the donor employee's
14 straight-time hourly rate of pay.

15 B. Donated sick leave must be used within 90 calendar days. Donated hours not used
16 within 90 days or due to the death of the receiving employee shall revert back to the donor Employee.

17 C. Donated sick leave hours are exempt from the sick leave payoff provisions
18 outlined in Section 9 of this Article.

19 **Section 6. Sick Leave Use.** Sick leave may be used by employees covered by the FLSA in
20 one-half hour increments at the discretion of their immediate supervisor. FLSA-exempt employees
21 use sick leave for absences of one full workday.

22 **Section 7. Verification of Sick Leave.** Management is responsible for the proper
23 administration of sick leave benefits. A doctor's certificate verifying illness or inability to work may
24 be required of any employee when management reasonably suspects abuse of sick leave due to that
25 employee's patterned or excessive absenteeism. Sick leave documentation may also be required to
26 administer KCFML/FMLA leaves. In each case of absence due to illness or injury, it shall be the
27 responsibility of the employee to notify the employee's supervisor of the absence and the anticipated
28 duration of the absence.

Section 8. Sick Leave Upon Separation. Separation from County employment, except by retirement, termination for nondisciplinary medical reasons, or reason of temporary layoff due to lack of funds or work, shall cancel all sick leave currently accrued to the employee. Should the employee who is separated for one of those listed reasons return to the County within two years, his/her accrued sick leave will be restored.

Section 9. Sick Leave Cash-Out. Employees eligible to accrue sick leave, who have successfully completed at least five years of County employment, and who retire as a result of length of service or who terminate by reason of death, shall be paid or their estates paid or as provided for by RCW Title 11, as applicable, an amount equal to 35% of their unused, accumulated sick leave multiplied by the employee's rate of pay in effect upon the date the employee leaves County employment less mandatory withholdings. This sick leave cash-out is subject to any determination by bargaining unit members to have their funds placed in Voluntary Employee Beneficiary Association (VEBA) accounts upon retirement as a result of length of service, as set forth in the King County Code. Such determination is applicable to all members of the bargaining unit.

All payments shall be in cash, based on the employee's hourly rate of pay, and there shall be no deferred sick leave reimbursement. The pre-tax dollars may be applied to the purchase of County health insurance at the COBRA rates.

Section 10. Bereavement Leave

A. A leave-eligible employee is entitled to three (3) days paid bereavement leave for each occurrence of death of a member of the employee's immediate family. If an employee requests more time, up to an additional three (3) days may be used from the employee's sick leave balance.

B. Immediate family means any of the following relatives of the employee, employee's spouse or employee's domestic partner: spouse, domestic partner, grandparent, parent, child, sibling, child-in-law, parent-in-law, or grandchild. Also included is any person for whose financial or physical care the employee is principally responsible, or any person who was in *loco parentis* to the employee.

C. In the application of any of the foregoing provisions, holidays or regular days off falling within the prescribed period of absence shall not be charged bereavement leave entitlements.

1 **Section 11. School Volunteering.** Employees may use up to three days of sick leave per
2 calendar year for the purpose of volunteering in a school, in accordance with existing County policies
3 and practices.

4 **Section 12. Wellness Incentive.** Full-time regular, part-time regular and term-limited
5 temporary employees who have been employed for a full calendar year within the bargaining unit who
6 during a calendar year use less than thirty-three (33) hours of sick leave (donated sick leave is not
7 counted against usage requirement) may convert sixteen (16) hours of unused, accrued sick leave to
8 be used as personal vacation days in the next calendar year. This benefit shall be prorated for part-
9 time employees. Employees must request such conversion no later than January 31 of the following
10 year.

11 **Section 13. Sick While on Vacation or Compensatory Time Off.** If an employee is injured
12 or is taken ill while on paid vacation or compensatory time off, in order to receive sick leave for that
13 time, he/she shall present to the County on the first day of injury or illness, or as soon as practicable
14 thereafter, a doctor's statement or other acceptable proof of injury or illness.

15 **Section 14. Promotional Examinations.** Benefit eligible employees will be entitled to
16 necessary time off with pay in order to take county qualifying or promotional examinations. This will
17 include time required to complete any required interviews, scheduled during the employee's working
18 hours. This does not include time required to complete questionnaires.

19 **ARTICLE 9: RATES OF PAY AND COST OF LIVING ALLOWANCES**

20 **Section 1.** The wages for the employees covered by this Agreement shall be as set forth in
21 Addendum A of this Agreement.

22 **Section 2. Step Increases.** Upon completion of six (6) months of satisfactory service
23 (probation) following a Career Service employee's starting date in a classification covered under this
24 Agreement, the employee shall receive a one step increase, provided he/she was hired at the first step
25 of the pay range assigned to the employee's classification. If the employee was hired above the first
26 step of the pay range for the classification, any after-probation step increase shall be at the discretion
27 of management.

- 28 • Following probation, future step increases will be effective on January 1st of each year that

1 is within the duration of this agreement provided that the employee is no longer in a probationary
2 status as of September 30th of the previous year. Step increases shall be awarded pursuant to the
3 "Executive Branch Performance Appraisal and Merit Pay System Manual" of King County as updated
4 March 2009, subject to the following modification: "Standard" or "Satisfactory" shall be a score
5 between 3.0 and 3.74

- 6 • "Above Standard" shall be a score between 3.75 and 4.19
- 7 • "Outstanding" shall be a score between 4.2 and 5.0
- 8 • A "Standard" or "Satisfactory" score shall be required to progress between Steps 1 - 8
- 9 • An "Above Standard" score shall be required to progress to Steps 9 - 10

10 Employees shall be eligible for merit pay above the top step of their respective pay range
11 provided that they satisfy the criteria and conditions that are set forth in the Performance Appraisal
12 and Merit Pay System Manual as modified by the parties.

13 Per the terms of the Performance Appraisal and Merit System Manual, employees shall be
14 evaluated in a merit pool of one.

15 **Section 3. Work out of Class.** The parties agree that King County Code 3.15.140, as
16 amended by King County Ordinance 17020, shall apply to the assignment, administration, and pay for
17 all special duty assignments by members of the bargaining unit. All work outside of classification in
18 an acting capacity shall be assigned in writing by the division manager or his/her designee. If the
19 work is at a higher level classification, then special duty pay will be awarded.

20 **Section 4. Special Assignments.** The parties intend that the County may, on a case-by-case
21 basis, request bargaining unit employees to volunteer for special projects of limited duration. The
22 parties recognize that staffing methods and budget decisions are at the sole discretion of management
23 and are not subject to grievance or arbitration.

24 **Section 5. Mileage Reimbursement.** All employees who have been authorized to use their
25 own transportation on County business shall be reimbursed at the rate established by County Council
26 action.

27 **Section 6. Bus Passes.** The Employer will provide all benefit eligible employees with bus
28 passes at no cost in accordance with current practice and County ordinance.

1 **ARTICLE 10: HOURS OF WORK AND OVERTIME**

2 **Section 1. Normal workweek.** For hourly employees, the normal workweek shall:

- 3 • Consist of five consecutive workdays not to exceed eight hours in a nine hour period.
- 4 • Not exceed forty hours per week.
- 5 • Monday through Friday.

6 For exempt employees, the normal workweek shall consist of five consecutive workdays,
7 Monday through Friday.

8 These standards establish a basis for a “normal” workweek. With the prior mutual consent of
9 an hourly employee and his/her immediate supervisor, work schedules may be temporarily flexed to
10 address immediate personal or technical needs. Alternative workweeks can be arranged by the
11 mutual agreement of the County and the employee per the terms of Section 3 of this Article. Nothing
12 in this section prohibits or limits the assignment of occasional overtime work to hourly employees.

13 The parties recognize that business needs may require that some employees will be assigned
14 to regular shifts that deviate from the normal workweek as defined above. Prior to the
15 implementation of shifts that differ from the normal workweek, the County and the Union shall meet
16 and jointly endeavor to find ways to seek alternative solutions. If the County implements shifts that
17 differ from the normal workweek, the County will first seek volunteers to fill these shifts. If no
18 volunteers come forward, the County will negotiate the impacts of the changes to the normal
19 workweek.

20 **Section 2. Overtime.** For the purposes of this Agreement, hourly employees are eligible for
21 overtime. Overtime shall be defined as all hours worked in excess of forty (40) hours actually
22 worked in the work week (sick leave, vacation, holidays and other paid leave are not hours worked).
23 When a bargaining unit member works overtime, compensation for such shall be at one and one-half
24 times the employee’s regular hourly rate as defined by the Fair Labor Standards Act (FLSA). To the
25 extent practicable, no overtime shall be worked unless the employee has received prior approval from
26 his/her supervisor to work the necessary overtime hours. At the discretion of management, overtime
27 may be paid as compensatory time at the rate of time and one-half (1-1/2) for all hours worked in
28 excess of forty (40) hours actually worked in the work week (sick leave, vacation, holidays and other

1 paid leave are not hours worked), if requested by the employee and approved by the supervisor.

2 **Section 3. Alternative Workweek and Telecommuting Schedules**

3 It is the County Executive's policy to actively promote alternative workweek or
4 telecommuting schedules wherever possible. Each bargaining unit member shall have the opportunity
5 to request an alternative workweek or telecommuting schedule. The employee shall submit the
6 request in writing to management listing the reason(s) for the request and the type of alternate
7 workweek or telecommuting schedule requested. Management and the employee will evaluate the
8 feasibility of the employee's request. Management must consider information provided about the
9 employee's child care and other family and transportation needs in making the decision. The decision
10 of whether or not to grant an alternative workweek or telecommuting schedule will be stated in
11 writing to include the reasons for denial or approval, according to an established list of criteria. A
12 Labor-Management committee established for this purpose shall develop the criteria that are applied
13 when considering an alternative workweek or telecommuting schedule. If a request for an alternative
14 workweek or telecommuting schedule is denied, the employee may appeal the denial in accordance
15 with the appeal process listed below.

16 Management or the employee may terminate an alternative workweek or telecommuting
17 schedule, in writing, with advance notice of thirty (30) calendar days. When management terminates
18 an alternative workweek or telecommuting schedule, the employee must receive written notification
19 stating the reason(s) for the termination. In instances where the County, due to emergency or
20 business reasons, must terminate the alternative workweek or telecommuting schedule, the County
21 will provide as much notice of schedule change as practicable. Upon receiving written notification of
22 termination of the schedule, the employee may appeal the termination of the schedule in accordance
23 with the appeal process listed below.

24 **Appeal Process:** When a request for an alternative workweek or telecommuting schedule has
25 been denied or an existing alternative workweek or telecommuting schedule has been terminated,
26 upon receiving written notice from management, the employee shall have ten (10) business days to
27 appeal in writing to the Human Resources Service Delivery Manager or designee. Human Resources
28 Service Delivery Manager or designee shall, within ten (10) business days of receipt of the appeal

1 notice, contact the employee and their Local 17 Union Representative to schedule a meeting to
2 address the appeal. The ultimate decision of whether to grant or deny the appeal will remain with the
3 Human Resources Service Delivery Manager or designee.

4 **Section 4. Notice Prior to an Involuntary Permanent Change in Schedule.** Thirty (30)
5 days advance notice shall be afforded employees when involuntary permanent changes to a regular
6 schedule are required by the County. The County agrees to avoid frequent schedule changes.

7 **Section 5. After Hours Support**

8 **A. After Hours Support.** After Hours Support is off duty time during which an
9 employee is required to be ready and able to report to work, either in person or through technological
10 means, in a timely manner. Each supervisor will maintain a written list of all After Hours Support
11 staff and employees will be given 10 business days notice, in writing, of their After Hours Support
12 schedule. Written notice may be waived by written mutual consent between Supervisor and
13 employee. Supervisors will post the After Hours Support schedules in a place visible to all
14 employees in that work group. In instances where the County, due to emergency or business reasons,
15 must terminate or modify the After Hours Support schedule, the County will provide as much notice
16 of schedule change as practicable

17 **B. General Provisions.**

18 **1. Parking.** Parking expenses may be reimbursed on presentation of a receipt
19 if an employee is called out to a work site outside of regular working hours.

20 **2. Equipment and Supplies.** The County will provide all assigned After
21 Hours Support staff with a two-way electronic device.

22 **C. Hourly Employees.**

23 **1. Physical Call-Out.** A minimum of four (4) hours at the overtime rate
24 (inclusive of time actually worked) shall be given for each call-out where the employee is called and
25 returns to a designated work site after completing his/her regular shift. Where such overtime exceeds
26 four (4) hours, the actual hour worked shall be at the overtime rate of the employee's current hourly
27 pay rate. This shall include travel from the employee's residence to the designated worksite or place
28 of assignment. The County will reimburse the employee for the cost of a meal up to \$6.00, upon

1 presentation of a receipt, for every four (4) hours of work while on a physical call-out.

2 **2. Technical Call-Out (TCO).** A TCO occurs when an employee is called to
3 return to duty and performs those duties via telephone, facsimile, computer, or similar electronic
4 device without returning to a designated work site. A minimum of two (2) hours at the overtime rate
5 (inclusive of time actually worked) shall be given for each TCO. If the time exceeds two (2) hours,
6 the actual hour worked shall be at the overtime rate of the employee's current hourly pay rate.

7 **3. Stand-By Pay.** Hourly employees will receive one (1) hour of pay at their
8 base wage rate for each weekday spent on call (Monday through Friday). If the weekday is a holiday,
9 the employee will receive six (6) hours of pay for that day. If the employee is on call during the
10 weekend, the employee will receive four (4) hours of pay for Saturday and four (4) hours of pay for
11 Sunday, totaling thirteen (13) hours of stand-by pay for an employee assigned to on call status for an
12 entire non-holiday week.

13 **D. FLSA Exempt Employees.** Each FLSA Exempt employee designated in writing
14 to an After Hours Support rotation shall be entitled to the following alternative workweek and
15 telecommuting schedule for every two-week period.

16 FLSA Exempt employees working their After Hours Support rotation shall work an
17 alternative schedule of core 40 hours plus 8 hours of telecommuting or other means of off-hours
18 support. During the second week of their After Hours Support rotation, employees will have a core
19 workweek of 32 hours and a regular day off.

20 **Section 6. Executive Leave.** FLSA-exempt employees covered under this Agreement are
21 eligible for Executive Leave in accordance with King County policy (Executive Policy PER 8-1-2) as
22 amended. If an eligible employee believes that his or her executive leave award, or absence of an
23 executive leave award, is not consistent with the policy statements of Executive Policy PER 8-1-2, as
24 amended, he or she may submit a written request for a review by the Department Director or
25 designee. The Department Director or designee shall review prior awards of executive leave for the
26 appealing employee, review prior and current executive leave awards of the appealing employee's
27 work group, if applicable, and shall discuss the matter with the appealing employee's supervisor or
28 manager. The final decision to make or modify a prior executive leave award shall be in writing and

remains with the Department Director or designee. A grievance may not be filed under this section, nor shall the Department Director or designee's final decision be grievable.

ARTICLE 11: MEDICAL, DENTAL AND LIFE INSURANCE

Health Benefits are negotiated and established by the Joint Labor Management Insurance Committee (JLMIC). The Union and the County agree to incorporate changes to employee insurance benefits as a result of the agreement of the Joint Labor Management Insurance Committee.

ARTICLE 12: REDUCTION IN FORCE

Section 1. The terms of this Article apply only to King County career service employees.

Section 2. Pre-Layoff. When a reduction in force is anticipated, the County and the Union shall meet and jointly endeavor to find ways to minimize, or eliminate, the actual reduction of positions.

When a reduction in force is required, the County and the Union shall meet and jointly endeavor to find ways to minimize or eliminate the number of employees who must be laid off (e.g., reassign employees to vacant positions, locate temporary placement in other departments, encourage leaves of absence).

The County will attempt to place said employee into any vacant position for which the employee is qualified, or endeavor to retraining or redeploying affected employees to the extent possible.

It is acknowledged by the parties that a primary intent of the Joint Union Management Employee Development Committee, as outlined in Article 18, is to prepare employees for future employment opportunities in anticipation of a possible future reduction in force.

Section 3. Notice. When the elimination of a position shall result in an employee being laid off, the County shall provide written notice to the Union and the affected employee at least 30 calendar days prior to the effective date of the layoff. To the extent practicable, the County shall provide 90 days layoff notice to affected employees.

Section 4. Seniority Defined

For the purposes of this Article, seniority shall be determined by Benefits Service Date. "Benefits Service Date" shall be defined as, the most recent date of hire into a regular position, as

1 backdated for any prior eligible service that ended no more than two years before reemployment, or
2 other time period required by law. The Benefits Service Date is adjusted for unpaid leaves of
3 absence, excluding unpaid family leave, that exceed 30 calendar days. In this context, eligible service
4 means employment in a regular position; however, if an employee moves from a term-limited
5 temporary position into a regular position with no break in service, employment in the term-limited
6 temporary position will be included when establishing the Benefits Service Date.

7 An employee who leaves County employment for more than two (2) years will lose all
8 accrued seniority. An employee who has been laid off will be credited for prior service if recalled as
9 provided under this Article. An employee shall continue to accrue seniority if on unpaid Family
10 Medical Leave.

11 **Section 5. Layoff.** The employee(s) who are laid off shall be the least senior employee(s)
12 within the layoff group (see Section 7) who perform the body of work that has been identified for
13 reduction. Management shall have legitimate business reason(s) for reducing or eliminating a body of
14 work. The Union may request, and King County shall provide, in writing, the business reason(s)
15 behind a layoff. An employee identified for layoff shall be considered a “displaced employee” for
16 purposes of exercising bumping rights.

17 **Section 6. Bumping.**

18 A displaced employee may elect to exercise his/her bumping rights as described within this
19 Section. Bumping shall not result in a promotion. An employee will have five (5) work days from
20 the time of written notification of layoff to notify the County of his/her intent to exercise his/her
21 bumping rights. The employee’s decision to exercise his/her bumping rights must be in writing. An
22 employee will forfeit his/her bumping rights if his/her written notice is not submitted within five (5)
23 work days, unless the County agrees to a late filing of the notice. The County will, if it determines
24 that there are warranting circumstances, accept a late filed notice from an employee. If a displaced
25 employee refuses to accept a position he/she is eligible to bump into, that employee shall forfeit
26 his/her bumping rights.

27 A displaced employee may only bump a less senior employee. A displaced employee may
28 only bump into a position for which he/she meets the minimum qualifications. The County will

1 determine whether a displaced employee meets the minimum qualifications to perform the work of a
2 position. The County's determination shall be reasonable and transparent. If the County determines a
3 displaced employee does not meet the minimum qualifications for a particular position to which the
4 employee wishes to bump, the County shall provide, upon request, written documentation of
5 legitimate reasons for such determination; the County's determination is subject to the grievance
6 provisions as outlined in Article 14. Bumping shall proceed as follows, subject to the conditions
7 described above, the most senior displaced employee shall go first:

8 1. Bump the least senior bargaining unit employee in the same classification
9 specification that the displaced employee presently occupies. If the displaced employee does not
10 meet the minimum qualifications for that position, the next position considered shall be the next least
11 senior employee in the same classification and so on. If the displaced employee is not placed in the
12 same classification specification they presently occupy, proceed to the next step.

13 2. Bump the least senior bargaining unit employee in the next lowest classification
14 specification that is in the same classification series that the displaced employee presently occupies.
15 If the displaced employee does not meet the minimum qualifications for that position, the next
16 position considered shall be the next least senior employee in the same classification and so on. If the
17 displaced employee is not placed in that classification, the next lowest classification in the series shall
18 be considered in the same manner and so on. If the displaced employee is not placed in the same
19 classification series they presently occupy, proceed to the next step to determine bumping options that
20 are outside of the displaced employee's classification series.

21 3. Displaced employees shall participate in the identification of other classifications or
22 classification series for which they may be qualified to bump into. Bump the least senior bargaining
23 unit employee in a grouping of employees that occupy positions that are paid at the same pay range as
24 the displaced employee. If the displaced employee does not meet the minimum qualifications for that
25 position, the next position considered shall be the next least senior employee in that same grouping
26 and so on. If the displaced employee does not meet the minimum qualifications for a position in that
27 grouping, additional groupings by descending pay range shall be considered starting with the least
28 senior employee of the grouping and proceeding to the most senior of the grouping before considering

1 the next grouping with the next highest pay range and so on.

2 If the displaced employee is not placed pursuant to steps 1, 2 or 3 of this section, the employee
3 shall be considered to have no bumping option.

4 **Section 7. Layoff Groups.**

5 For the purposes of administering this Article, each department, the Office of Emergency
6 Management, and the Business Resource Center shall be its own layoff group.

7 **Section 8. Outplacement Services.** The County shall provide outplacement services to
8 employees in the bargaining unit as provided in the County's Layoff and Recall Program. These
9 services shall be made available to all employees in the bargaining unit who are displaced, bumped,
10 receive layoff notices, and to the extent practicable, to employees who have been identified as being
11 at-risk of layoff.

12 **Section 9. Obligation to Meet and Confer Concerning Reductions in Force.** The County
13 and the Union shall meet and confer in good faith with the aim of reaching agreement on the
14 absorption of employee work that is necessitated by layoffs.

15 In the event of a reduction in force, and upon the request of the Union, the County shall
16 provide information to the Union relating to staffing levels and workloads in a given department and
17 division.

18 **Section 10. Recall**

19 A. An employee who is laid off will have general hiring preferences to other vacant
20 County positions, consistent with the County's Workforce Management Plan, for a period of two
21 years following the employee's layoff. During the two year recall period, the employee will retain
22 specific recall rights to the position from which he/she was laid off regardless of whether the
23 employee has accepted a different position with the County.

24 B. When a laid off employee applies for, or is referred to, a bargaining unit position
25 and such employee is unsuccessful in obtaining the position, the employee, upon his or her request,
26 will be provided with a rationale for his or her non-selection, interview and test scores, and other
27 documentation used to make the determination.

28 C. An employee who is recalled from layoff will have all unpaid sick leave balances

1 restored.

2 **ARTICLE 13: POSTING PROCEDURE AND PROBATION**

3 **Section 1. Posting of Vacancies.** Employees are encouraged to seek advancement within
4 their specific work units as well as within the County as a whole. In order to promote such, the
5 County shall post announcements informing employees of open recruitment opportunities within all
6 County departments. Should a promotional position become available within the bargaining unit,
7 bargaining unit members are required to compete for such in accordance with the procedures set forth
8 in the County Personnel Guidelines for the Career Service.

9 When the County intends to conduct a recruitment to fill any position represented by the
10 bargaining unit, the County shall post such position on the King County website. Interested bargaining
11 unit members may apply along with outside candidates as determined appropriate by the County. The
12 County shall endeavor to electronically notify all bargaining unit members of all recruitments for
13 bargaining unit positions that the County is intending to fill.

14 **Section 2. Labor Management Committee.** When the LMC convenes, The County will
15 share information about the newly created Term Limited Temporary IT positions, including a position
16 description, anticipated duration, and date filled. The County will also share information about
17 bargaining unit vacancies that the County does not intend to fill.

18 **Section 3. Probationary Period.** The length of an employee's probationary period shall be
19 six months. However, the County may extend an employee's probation for up to twelve months total,
20 in accordance with the County's Personnel Guidelines. Consistent with the definition of
21 "probationary employee" and "probationary period" contained in the King County Personnel
22 Guidelines.

23 **ARTICLE 14: DISPUTE RESOLUTION PROCEDURES**

24 **Section 1. Grievance/Arbitration/Mediation.** King County and the Union recognize the
25 importance and desirability of settling grievances promptly and fairly in the interest of continued
26 good employee relations and morale. To this end, the following procedure is outlined. The parties
27 agree to make every effort to settle grievances at the lowest possible level of supervision.

28 The parties also support the concept of resolving disputes by mutually consenting to

1 mediation wherever practicable. The parties are encouraged to resolve disputes through a mutually
2 acceptable mediation forum at any step in this process. The process will use a mutually acceptable
3 mediator and conclude within thirty (30) days after the mutual request.

4 Employees will be unimpeded and free from restraint, interference, coercion, discrimination
5 or reprisal in seeking adjudication of their grievances.

6 **A. Definition.** A grievance is an alleged violation of the terms and provisions of this
7 agreement and may be filed by an employee, a group of employees, the Union (by a steward or the
8 Local), or the County. A grievance filed by the County may be filed at Step 3.

9 **B. Procedure.**

10 **Step 1. Supervisor.** A grievance shall be presented by the grievant and/or
11 Union representative in writing, within thirty (30) working days of the date when the grievant knew
12 or should have known of the basis for a grievance, to the appropriate Supervisor. The grievance must
13 contain at a minimum (1) a written statement of the grievance, (2) a reference to which contract
14 provision(s) the grievant believes have been violated, and (3) a requested remedy. The Supervisor or
15 designee shall attempt to resolve the matter and notify the grievant within fifteen (15) working days
16 from the date the grievance was received. Failure by the Supervisor or designee to issue a response
17 within the prescribed timeline shall automatically advance the grievance to the next step. The
18 grievant shall have ten (10) working days from the issuance of management's Step 1 response (or the
19 date that the Step 1 response was due) to advance the grievance to Step 2, otherwise the grievance
20 shall be presumed to be resolved. The grievant's request to advance the grievance to Step 2 must be
21 made in writing to the Division Director, copying the issuer of the Step 1 response. The Union or its
22 representative must sign the grievant's request to advance a grievance to Step 2.

23 **Step 2. Division Director or Designee.** If after thorough review at Step 1, the
24 grievance has not been resolved to the satisfaction of the Union, the employee and the Union shall
25 together present the grievance as stated above for investigation, discussion, and written reply. The
26 Division Director or designee may interview the employee and/or his/her representative and receive
27 any additional related evidence that he/she may deem pertinent to the grievance. The Division
28 Director or designee shall make his/her written decision available to the Union within fifteen (15)

1 working days. Failure by the Division Director or designee to issue a response within the prescribed
2 timeline shall automatically advance the grievance to the next step. The Union shall have fifteen (15)
3 working days from the issuance of management's Step 2 response (or the date that the Step 2
4 response was due) to advance the grievance to Step 3, otherwise the grievance shall be presumed to
5 be resolved. The Union's request to advance the grievance to Step 3 must be made in writing to the
6 Director of the Office of Labor Relations (OLR)/designee, copying the issuer of the Step 2 response.
7 The Union or its representative must sign the grievant's request to advance a grievance to Step 3.

8 **Step 3. OLR Director or Designee.** If after thorough evaluation, the decision
9 of the Division Director or designee has not resolved the grievance to the satisfaction of the Union,
10 the grievance may be presented to the OLR Director as stated above. All letters, memoranda, and
11 other written materials previously submitted to the decision makers at Steps 1 and 2 shall be made
12 available for the review and consideration of the Office of Labor Relations Director or designee.
13 He/she may interview the employee and/or his/her representative and receive any additional related
14 evidence that he/she may deem pertinent to the grievance. The Office of Labor Relations Director or
15 designee shall issue a written decision within thirty (30) working days of receipt of the Step 3
16 grievance. Failure by the Office of Labor Relations Director or designee to issue a response within
17 the prescribed timeline shall automatically advance the grievance to the next step. If the matter is not
18 resolved, the Labor Negotiator will be the Union's contact thereafter in this process. The grievant
19 shall have thirty (30) working days from the issuance of management's Step 3 response (or the date
20 that the Step 3 response was due) to advance the grievance to Step 4, otherwise the grievance shall be
21 presumed to be resolved.

22 In the instance when the grievance is initiated by the County, the County shall submit the third
23 step grievance to the bargaining unit's Union Representative who shall have thirty (30) working days
24 to issue a response. The County shall have thirty (30) working days from the issuance of the Union's
25 Step 3 response (or the date that the Step 3 response was due) to advance the grievance to Step 4,
26 otherwise the grievance shall be presumed to be resolved.

27 **Step 4. Arbitration.** If after thorough evaluation, the decision of the Office of
28 Labor Relations Director or designee has not resolved the grievance, the Union or the County may

request to submit the grievance to arbitration, in accordance with the timelines and procedures stated above. The request for arbitration shall be submitted in writing, and it must specify the issue to be arbitrated. If the Union is requesting arbitration, the request must be submitted to the Labor Negotiator. If the County is requesting arbitration, the request must be submitted to the Union Representative. The process for selection of the arbitrator and the authority of the arbitrator are set forth in Sections 2 and 3 below.

Section 2. Selection of Arbitrator. Should arbitration be necessary, the parties shall select a third disinterested party to serve as an arbitrator. In the event that the parties are unable to agree upon an arbitrator, then the arbitrator shall be selected from a panel of five arbitrators furnished by the American Arbitration Association or the Federal Mediation and Conciliation Service, whichever source is mutually acceptable. The arbitrator will be selected from the list by both the County representative and the Union, each alternately striking a name from the list until only one name remains. The party to strike first shall be determined by a coin toss.

Section 3. Authority of the Arbitrator. The arbitrator under voluntary labor arbitration rules of the Association shall be asked to render a decision promptly and the decision of the arbitrator shall be final and binding on both parties. No matter may be arbitrated which the County, by law, has no authority over, has no authority to change, or has been delegated to any civil service commission or personnel board, as defined in RCW 41.56.

The arbitrator shall have no power to change, alter, detract from or add to the provisions of this Agreement, but shall have the power only to apply and interpret the provisions of this Agreement in reaching a decision.

The arbitrator's fee and expenses and any court reporter's fee and expenses shall be borne equally by both parties. Each party shall bear the cost of its own attorneys' fees regardless of the outcome of the arbitration.

Section 4. Timelines and Extensions. Failure by the grieving party to comply with any time limitation of the procedure in this Article shall constitute withdrawal of the grievance; provided, however, any time limits stipulated in the grievance procedure may be extended for stated periods of time by the appropriate parties by mutual agreement.

1 **Section 5. Unfair Labor Practice(s) Resolution.** The parties agree that thirty (30) days
2 prior to filing a ULP complaint with PERC, the complaining party will notify the other party, in
3 writing, meet, and make a good faith attempt to resolve the concerns unless the deadline for filing
4 with PERC would otherwise pass or the complaining party is seeking a temporary restraining order as
5 relief for the alleged Unfair Labor Practice.

6 **Section 6. Release time for grievance hearings.** The County shall grant release time, with
7 no loss in pay, to individual bargaining unit member(s) to attend their own grievance and arbitration
8 hearings.

9 **ARTICLE 15: WORK ENVIRONMENT**

10 **Section 1. Office Space.** The County shall attempt in good faith to resolve all office space
11 issues relating to personal space, temperature, comfort and safety with the appropriate departments
12 and agencies; however, the County's failure to satisfy an employee on these issues is not grievable.

13 **Section 2. Defense Against Claims.** The County agrees to defend and pay any proper claim
14 against its employees in connection with any claims for damage and/or litigation arising from
15 conduct, acts or omissions of such employees in the scope and course of their employment with the
16 County.

17 **Section 3. Intimidating or Bullying Behavior.** The County and the Union recognize that
18 King County has policies and procedures relating to workplace violence. However, the County and
19 the Union also recognize that behavior which does not rise to the level of physical violence, or threat
20 thereof, but which is nevertheless intentionally intimidating or bullying can have serious adverse
21 impacts on individual employees, as well as the workplace in general.

22 The County and the Union further recognize that this type of inappropriate conduct is not
23 dependent upon a supervisor/subordinate relationship and may occur between co-workers without a
24 difference in reporting relationships. Therefore, the County and the Union seek to codify their intent
25 not to engage in, encourage or knowingly tolerate workplace intimidation or bullying. The County
26 and the Union will work together collaboratively and employ reasonable means to attempt to address
27 complaints or concerns of workplace intimidation or bullying.

1 **ARTICLE 16: CLASSIFICATION**

2 **Section 1. Classification.** The County, upon request, shall furnish the Union with specific
3 classification specifications for classifications in the bargaining unit. The County and the Union, with
4 a minimum of 14 days notice, shall meet to review proposed modifications and revisions to said
5 specifications and will negotiate the resulting impacts.

6 **Section 2. Reclassification.** Requests for reclassification may be made because an employee
7 has been working in an out of class assignment for twelve (12) months or longer, or because there is a
8 significant change in an employee's duties and responsibilities for a period of twelve (12) months or
9 longer. No employee shall submit a reclassification request if it has been less than one (1) year since
10 the date of a previous reclassification determination.

11 Requests for reclassification must be submitted on the County's form to request
12 reclassification (presently known as the Position Description Questionnaire or PDQ form). The
13 employee will provide a completed copy of the form to his/her supervisor and the Department's
14 Human Resources Service Delivery Manager or designee for review and comment. The supervisor
15 will review and comment within fourteen (14) calendar days, and then forward the form to the
16 division director. The division director shall have fourteen (14) calendar days to review and comment
17 and forward the form to HRD.

18 If the supervisor or division director has any disagreement with the information provided on
19 the form by the employee, the supervisor or division director will discuss this disagreement with the
20 employee prior to forwarding the form to HRD.

21 HRD shall make the classification analysis within 120 calendar days. If HRD determines that
22 an employee should be reclassified, the reclassification will be effective the date the PDQ was
23 submitted to the employee's supervisor and the Human Resources Service Delivery Manager, one or
24 both of whom will acknowledge receipt of the PDQ and record the date received.

25 **Section 3. Mediation/Arbitration.** If HRD determines that a reclassification is not
26 appropriate, the Union may request a hearing with a mediator/arbitrator as provided through the King
27 County Alternative Dispute Resolution Program within thirty (30) calendar days from the date the
28 employee was notified that a reclassification would not take place.

1 The parties agree that the mediator/arbitrator's role in this hearing will be to consider
2 testimonial and documentary evidence presented by the County and the Union regarding the
3 employee's appropriate job classification. The mediator/arbitrator will make a determination as to
4 whether the employee is correctly classified, and if not, the appropriate classification to which the
5 employee should be assigned.

6 **Section 4. Mutual Exclusivity.** Employees covered under this agreement have access to
7 either the appeal procedure described in Section 3 or the procedure outlined in the King County
8 Personnel Guidelines, if applicable. Selection of one process will preclude access to the other to
9 resolve the appeal. A represented employee must choose the avenue of appeal prior to requesting
10 mediation/arbitration. The employee's choice is final.

11 **ARTICLE 17: CONTRACTING OUT**

12 **Transfer of Bargaining Unit Work.** Contracting out work traditionally and normally
13 performed by members of the bargaining unit shall not lead to the layoff of any employee covered
14 under this agreement. This Article shall not restrain the County from continuing to contract out work
15 that is for a short term, for a specific task, or using specific skills and/or knowledge not currently
16 available to existing County staff. Cost savings shall not be the sole basis for contracting out. It is
17 the intention of the County to make a good faith effort to ensure that there is a skills and/or
18 knowledge transfer from the contractors to members of the bargaining unit, where appropriate.

19 **ARTICLE 18: EMPLOYEE DEVELOPMENT**

20 **Section 1.** The County and the Union agree that training and employee career development
21 can be beneficial to both the County and the affected employee. Training, career development, and
22 educational needs may be identified by both the County and by the employee. The parties recognize
23 that employees are integral partners in managing their career development. The County is committed
24 to providing employees with support and implementation of professional development opportunities,
25 within the parameters of available resources.

26 **Section 2.** It is in the best interest of both parties to have a well-trained information
27 technology workforce with skills that align with both current and future business and technology
28 trends. To that end, a Joint Union Management Employee Development Committee shall be

1 established to discuss topics that shall be agreed upon by the parties.

2 The Committee shall consist of six representatives of management and the Union. The
3 Committee shall convene no less than six times per year or more or less often by mutual agreement of
4 the County and the Union.

5 The parties agree that this committee shall not be a forum for collective bargaining, but is
6 rather a forum for open discussion and collaboration between management and the Union. Failure of
7 the parties to reach agreement on any of the topics that are discussed by this committee shall not be a
8 basis for either party to file a contractual grievance or to allege bad faith bargaining. However, the
9 parties make a commitment to meaningfully discuss the topics that were agreed to in bargaining, as
10 well as any other topics that are mutually agreed upon by the parties.

11 **Section 3.** The County recognizes the benefit of individual employee development plans and
12 commits to implementing the plans as agreed to in the Committee. To this end, the County and the
13 Union agree to set as the first priority of the Joint Committee to create and implement a system to
14 provide individual employee development plans, including but not limited to development of a
15 training template which will be implemented by departments.

16 **Section 4.** The Committee shall discuss and implement, if agreed upon, provisions addressing
17 the needs for anticipated reductions in force or personnel vacancies and will specifically consider
18 utilization of the existing workforce for developing technology, business, and training needs.

19 **ARTICLE 19: LABOR-MANAGEMENT COMMITTEE**

20 The County and the Union agree to establish a Labor-Management Committee. The purpose
21 of this committee is to discuss matters of concern of either party. Meetings shall be conducted
22 monthly during regular business hours and employees shall participate on paid work time.
23 Responsibility for coordinating meetings shall alternate between the parties.

24 **ARTICLE 20: SAVINGS CLAUSE**

25 Should any part hereof or any provision herein contained be rendered or declared invalid by
26 reason of any existing or subsequently enacted legislation or by any decrees of a court of competent
27 jurisdiction, such invalidation of such part or provision of this Agreement shall not invalidate the
28 remaining portions hereof, provided, however, upon such invalidation the parties agree immediately

1 to meet and negotiate such parts or provisions affected. The remaining parts or provisions shall
2 remain in full force and effect.

3 **ARTICLE 21: WORK STOPPAGES AND EMPLOYER PROTECTION**

4 **Section 1.** The County and the Union agree that the public interest requires efficient and
5 uninterrupted performance of all County services and to this end pledge their best efforts to avoid or
6 eliminate any conduct contrary to this objective. Specifically, the Union shall not cause or condone
7 any work stoppage, including any strike, slowdown or refusal to perform any customarily assigned
8 duties, sick leave absence which is not bona fide, or other interference with County functions by
9 employees under this Agreement and should same occur, the Union agrees to take appropriate steps to
10 end such interference. Any concerted action by any employee in the bargaining unit shall be deemed
11 a work stoppage if any of the above activities have occurred. Being absent without authorized leave
12 shall be considered as an automatic resignation. Such a resignation may be rescinded by the division
13 manager if the employee presents satisfactory reasons for his/her absence within three (3) calendar
14 days of the date his automatic resignation became effective.

15 **Section 2.** Upon notification in writing by the County to the Union that any of its members
16 are engaged in a work stoppage, the Union shall immediately, in writing, order such members to
17 immediately cease engaging in such work stoppage and provide the County with a copy of such order.
18 In addition, if requested by the County a responsible official of the Union shall publicly order such
19 Union employees to cease engaging in such a work stoppage.

20 **Section 3.** Any employee who commits any act prohibited in this Section will be subject to
21 the following action or penalties:

22 A. Discharge.

23 B. Suspension or other disciplinary action as may be applicable to such employee.

24 **ARTICLE 22: WAIVER AGREEMENT**

25 The parties acknowledge that each has had the unlimited right within the law and the
26 opportunity to make demands and proposals with respect to any matter deemed a proper subject for
27 collective bargaining. The results of the exercise of that right and opportunity are set forth in this
28 Agreement. Therefore, the County and the Union, for the duration of this Agreement, each agrees to

1 waive the right to oblige the other party to bargain with respect to any subject or matter not
2 specifically referred to or covered in this Agreement.

3 **ARTICLE 23: RETIREMENT**

4 All employees hired prior to January 1, 1996 shall continue to be covered by the applicable
5 retirement system in which they are enrolled as of December 31, 1995; i.e., Seattle City Employees
6 Retirement System, PERS I, or PERS II. Contributions to the applicable retirement system shall be
7 made in accordance with the respectively applicable City ordinance(s), County ordinance(s), or state
8 law. All employees hired after January 1, 1996 shall be covered by the state Public Employee
9 Retirement System, pursuant to applicable County ordinance and state law. Employees who are
10 covered by the City of Seattle retirement system are governed by applicable City Ordinance and the
11 City Charter with respect to retirement benefits.

ARTICLE 24: DURATION

This agreement shall become effective upon full and final ratification and approval by all requisite means by the King County Council and shall cover the period of July 1, 2013, through December 31, 2016.

Contract negotiations for the succeeding contract may be initiated by either party providing to the other written notice of its intention to do so, at least thirty (30) days prior to August 1, 2016.

It is the goal of both parties to conclude negotiations prior to expiration of this Agreement.

APPROVED this 19 day of MARCH, 2014.

By: Dow Corbett
King County Executive

For Professional and Technical
Employees, Local 17:

Joseph L. McGee
Executive Director, PTE, Local 17

Marlon Brown
Bargaining Team Member

Jon Grissom
Bargaining Team Member

Lynn Mazer
Bargaining Team Member

Whitney Abrams
Union Representative, PTE, Local 17

Steve Ford
Bargaining Team Member

Roy Lazelle
Bargaining Team Member

Jeff Straughn
Bargaining Team Member

1 cba Code: 048

2 ADDENDUM A

3 Union Code: C19

4 Job Class Code	5 PeopleSoft Job Code	6 Classification Title	7 Pay Range*
7320200	734502	Applications Developer - Journey	60
7320400	734702	Applications Developer - Master	70
7320300	734602	Applications Developer - Senior	65
7317300	737501	Data Center Architect	72
7317200	737401	Data Center Engineer – Senior	67
7321200	734802	Database Administrator - Journey	62
7321400	735002	Database Administrator - Master	72
7321300	734902	Database Administrator - Senior	67
7319200	734202	Database Specialist - Journey	55
7319400	734402	Database Specialist - Master	65
7319300	734302	Database Specialist - Senior	60
7310200	731002	Desktop Support Specialist - Journey	51
7310300	731602	Desktop Support Specialist - Senior	56
7315200	733702	Email Administrator - Journey	56
7315300	733802	Email Administrator - Senior	61
7322100	735102	GIS Specialist - Entry	55
7322200	735202	GIS Specialist - Journey	60
7322400	735402	GIS Specialist - Master	70
7322300	735302	GIS Specialist - Senior	65
7318100	771101	IT Enterprise Service Center Specialist	56
7318200	771201	IT Enterprise Service Center Specialist - Senior	61
7330100	736102	IT Project Administrator - Journey	58
7330200	736202	IT Project Administrator - Senior	63
7331100	736302	IT Project Manager I	67
7331200	736402	IT Project Manager II	72
7323100	735502	IT Systems Specialist - Entry	51
7323200	735602	IT Systems Specialist - Journey	56
7323400	735802	IT Systems Specialist - Master	66
7323300	735702	IT Systems Specialist - Senior	61
7324100	735902	IT Technical Trainer	55
7325100	736002	IT Technical Writer	53
7311200	731702	LAN Administrator - Journey	56
7311400	731902	LAN Administrator - Master	66
7311300	731802	LAN Administrator - Senior	61

Professional and Technical Employees, Local 17 - Information Technology

July 1, 2013 through December 31, 2016

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Job Class Code	PeopleSoft Job Code	Classification Title	Pay Range*
7312400	732602	Network Architect	72
7312200	732002	Network Engineer - Journey	62
7312300	737102	Network Engineer - Senior	67
7313400	732902	Systems Architect	72
7313200	732702	Systems Engineer - Journey	62
7313300	732802	Systems Engineer - Senior	67
7314200	733002	Telecommunications Specialist - Journey	59
7314300	733602	Telecommunications Specialist - Senior	64
7316200	733902	Website Developer - Journey	58
7316400	734102	Website Developer - Master	68
7316300	734002	Website Developer - Senior	63

* For Ranges refer to the King County Squared Salary Schedule, Steps 1-10 for each pay range.

ADDENDUM B
PTE, Local 17: Information Technology

In accordance with Article 18 of the Collective Bargaining Agreement between King County and PTE Local 17, a Joint Union Management Employee Development Committee has been created.

In this forum, the parties agree to engage in a dialogue on the following topics:

1. Discuss a system whereby employees and their supervisors will develop individual training plans for employees.
2. Discuss ways to train personnel to fill anticipated vacancies (successorship planning).
3. Review and discuss forecasted division and departmental goals and objectives, strategic plans, which includes, but is not limited to, specific forecasted projects and activities, maintenance including upgrades, and identification of technology, if known.
4. Review and discuss skill gaps to meet forecasted needs.
5. Review and discuss strategy to meet skill gaps through a training plan. Review and problem-solve training needs for employees.
6. Discuss development and implementation of individual training plans, group training plans. Review and discuss coordination of training needs across departmental lines (if appropriate).
7. Review and discuss strategy to update quarterly identification of training needs, and to plan to meet training needs.
8. Discuss how employees will be notified on a timely manner about training opportunities.
9. Discuss ways to fairly distribute training opportunities among bargaining unit members.
10. Identify and communicate opportunities for cross-training and mentoring.
11. Discuss ways to expand career growth opportunities for IT Professionals.
12. Discuss and explore ways to expand training opportunities, including, but not limited to:
 - a. Online training, and establishment of an environment for online learning.
 - b. Partnering with vendors to provide necessary curriculum (and instruction when necessary).
 - c. Customized community college courses appropriate to County IT professional's needs.
 - d. Coordination with other labor and management committees in other private sector jurisdictions (so as to reduce costs and provide for customized and quality courses for IT professionals).
13. Discuss ways to allow employees to have dedicated, uninterrupted time to train, including but not limited to release time for on-line training, and other forms of training.
14. Discuss payment for training towards professional credentialing in various IT specialties.
15. Discuss planning for anticipated personnel changes and technology changes.
16. Discuss training that may be provided for new job assignments and new technology in existing jobs.
17. Discuss the viability of a centralized training fund for IT Professionals.

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ADDENDUM C

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY
AND
UNIONS REPRESENTING KING COUNTY EMPLOYEES SUBJECT TO LEGALLY
REQUIRED DEPARTMENT OF ADULT AND JUVENILE DETENTION
BACKGROUND CHECKS**

Subject: Impact of legally required security clearances/background checks performed by King County Department of Adult and Juvenile Detention for King County employees represented by the undersigned unions

The parties, the undersigned unions and King County, have discussed fully the potential impacts of the results of the legally required Department of Adult and Juvenile Detention (DAJD) background checks on represented King County employees and have agreed to the following. This Memorandum of Understanding supersedes the Memorandum of Understanding By and Between King County and Professional and Technical Employees, Local 17 – Information Technology [048] and International Brotherhood of Teamsters Local 117 – Information Technology Managers and Supervisors – Department of King County Information Technology, Executive Branch Departments [456] (King County Code 048&456U0112).

FACTS:

King County employees who have access to DAJD, King County Sheriff's Office (KCSO), and other specified criminal justice-related information systems are legally required to undergo ongoing background checks pursuant to U.S. Department of Justice Criminal Justice Information Systems and Washington Crime Information Center (WACIC) security rules. Additionally, King County employees who enter DAJD facilities where inmates are detained are legally required to undergo ongoing background checks pursuant to the Prison Rape Elimination Act (PREA). The duties of several King County classifications represented by the named unions require access to such records or areas in which such records are housed, and/or require access to DAJD facilities where inmates are detained. Said employees are not able to perform their job duties without the legally required security clearances.

Though the legally required backgrounding of King County employees has been ongoing, the parties agree to clarify the process that applies in cases wherein current King County employees are denied security clearance as a result of these required background investigations.

The parties have bargained the potential impacts of the above-referenced legal requirement for current King County employees. At issue is the County's responsibility to remove access to

ADDENDUM C

these information systems and facilities from employees who are not able to obtain the necessary security clearances, the process used to accomplish this, and the impact this may have on such employees.

The parties agree there is a need to enter into an Agreement that outlines the process to be followed in notifying employee(s) and union representative(s) of security clearance requirements and determinations and in conducting employee requested reviews of said determinations. The parties also agree that this Agreement is necessary to set forth their shared understanding regarding the employment status of employees who fail to obtain the necessary security clearances and the responsibility of the parties in such cases. This Agreement covers current King County employees only.

King County has to date identified the following classifications (and collective bargaining agreements covering said classifications) that are impacted by the legal requirements outlined in this Agreement. Should the County determine that additional classifications and/or bargaining units are impacted by these legal requirements, it will so notify the appropriate union and will meet to discuss the classification or unit if requested to do so by the union.

Classifications:

Administrative Specialists assigned to work in
a DAJD-secured facility
Capital Project Managers
Carpenters
Custodians
Electricians
Facilities Maintenance Constructors
Hazardous Waste Technician
Information Technology classifications
King County Information Technology
employees
Operating Engineers
Painters
Plumbers
Facilities Management Division Utility
Workers
Supervisors of the above-referenced
classifications

ADDENDUM C

<u>Bargaining units/Unions:</u>
Professional and Technical Employees, Local 17: Departments: Executive Services, Natural Resources & Parks, Permitting & Environmental Review, Transportation [040]
Professional and Technical Employees, Local 17: Information Technology [048]
Professional and Technical Employees, Local 17: Supervisors - Departments: Executive Services (Facilities Management Division), Natural Resources & Parks, Transportation [065]
International Brotherhood of Teamsters Local 117: Information Technology Managers and Supervisors - Department of King County Information Technology, Executive Branch Departments [456]
International Brotherhood of Teamsters Local 117: Joint Units Agreement [461]
International Brotherhood of Teamsters Local 117: Professional & Technical and Administrative Employees [154]
Service Employees International Union, Local 925: Department of Executive Services - Facilities Management Division [012]
Washington State Council of County and City Employees, Council 2, Local 2084-FM: Department of Executive Services, Facilities Management Division [272]
Joint Crafts Council, Pacific Northwest Regional Council of Carpenters, Local 30: Appendix A [350]
Joint Crafts Council, International Brotherhood of Electrical Workers Local 46: Appendix D [350]
Joint Crafts Council, International Union of Painters and Allied Trades District Council 5: Appendix E [350]
Joint Crafts Council, United Association of Plumbers and Pipefitters Local 32: Appendix F [350]
Joint Crafts Council, International Union of Operating Engineers, Local 286: Appendix H [350]

AGREEMENT:

Current King County employees who have not previously been subject to background investigations and who are performing work that requires a security clearance by DAJD will be informed of the requirement to undergo a background check; such notification will be provided in writing at least fourteen (14) calendar days in advance of the performance of the first of the ongoing "background" checks on said employee. The employee's Union representative will receive a copy of said written notification.

The Department of Adult and Juvenile Detention will provide notice to the hiring department of its determination regarding each security clearance and the hiring department will make that information available to the employee.

ADDENDUM C

If the hiring department receives notice from DAJD that an employee has failed to pass the background check and thus is denied the security clearance legally required to perform his/her job duties, said department will promptly notify both the employee and his/her Union representative of this determination.

The hiring department will then begin to discuss with the employee and his/her union representative any possible alternatives to layoff. These alternatives may include opportunities within the department for reassignment or transfer to a position that does not require the security clearance. The goal of these discussions is to laterally place the employee into another position for which the employee in question is qualified. King County will make every reasonable effort to reach this goal. This will include, but is not limited to, an examination and discussion of any and all temporary positions in the department, as well as any vacant positions for which the employee believes he/she may qualify. If requested by the union, the discussion will also involve the possibility of an agreement to "Y" rate the employee's wage rate should the new position carry a lower wage.

Should the employee who failed to obtain the necessary clearance request to meet with DAJD to discuss and review the reasons for the security clearance denial, the hiring department will help facilitate but will not attend such meeting. The reasons for the denial will be shared with the employee by King County and will be shared with the appropriate union representative at the request of the employee.

In the event the security clearance denial is upheld after review by DAJD, and discussions regarding possible reassignment within the department fail to secure a new assignment for the employee in question, the employee will receive a layoff notice from the hiring department and be referred to Career Support Services (CSS) as a layoff candidate. The department will request the employee be given a skills assessment and referral to vacant positions in King County for which the employee is qualified. King County will make every reasonable effort to secure a new position for such employee. This includes but is not limited to training within the employee's field to be provided by the County as recommended by CSS in order to facilitate securing a new position for the employee in question. The "training" envisioned by the parties is career development and/or specific skills training as opposed to job re-training. The goal of the parties is that employees not incur reduction in pay in the process of reassignment, transfer, or rehire under this Agreement. However, an employee will be notified of all positions for which he/she may be qualified, whether or not such positions are at the same pay range as his/her previous position. In such cases, the County will discuss the possibility and appropriateness of "Y" rating the employee's wage rate if requested to do so by the union. The employee retains bumping and recall rights outlined in the applicable collective bargaining agreement.

King County will not contest any claim for unemployment insurance benefits filed by an employee who is required to undergo a background check who then fails to obtain the necessary security clearance and job placement as outlined in this Agreement.

This Agreement constitutes the complete agreement relating to legally required background checks for current King County employees who are represented by the unions referenced above.

ADDENDUM C


Nothing in this Agreement prevents a union from filing a grievance under the terms of the applicable collective bargaining agreement if the terms of this Agreement have not been met. This Agreement assumes, and the parties agree, that the necessary elements of "just cause" (as required by the applicable collective bargaining agreements) are met by adherence to the terms of this Agreement.

Nothing in this Agreement waives the due process rights (e.g., Loudermill) of the employees covered by the terms of this Agreement.

CONCLUSION:

This Memorandum of Understanding is the full and final agreement regarding background checks/security clearances for current King County employees. This Agreement is effective immediately, upon signature of all parties, and will be in effect through December 31, 2017.

For King County:



Deborah Bellam, Esq.
Labor Negotiator
Office of Labor Relations
King County Executive Office

9/27/13

Date

ADDENDUM C

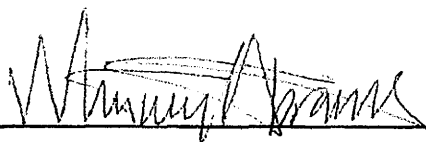
The signatory organization listed below is signing in regards to the:

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY
AND
UNIONS REPRESENTING KING COUNTY EMPLOYEES SUBJECT TO LEGALLY
REQUIRED DEPARTMENT OF ADULT AND JUVENILE DETENTION
BACKGROUND CHECKS**

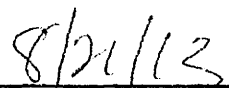
Subject: Impact of legally required security clearances/background checks performed by King County Department of Adult and Juvenile Detention for King County employees represented by the undersigned unions

Signatory Organization:

Professional and Technical Employees, Local 17



Whitney Abrams, Union Representative



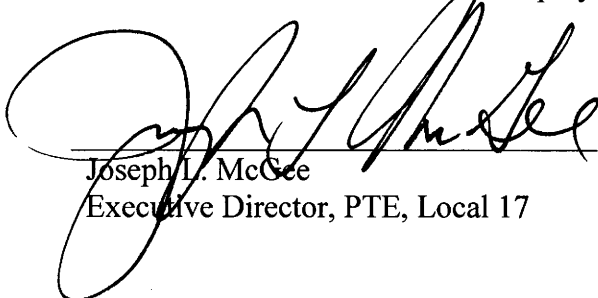
DATE

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY
AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
REPRESENTING INFORMATIONAL TECHNOLOGY EMPLOYEES**


Subject: Labor Management Committee Regarding Legally Required Security Clearances/Background Checks Performed By King County

The parties commit to convening a Labor Management Committee with the purpose of discussing the organizational direction of the Department of King County Information Technology and its impact on background check requirements. The parties will seek to find opportunities and solutions to identify bodies of work that do not fall under criminal justice information systems. This Memorandum of Agreement shall be effective July 1, 2013 through December 31, 2016.

For Professional and Technical Employees, Local 17:

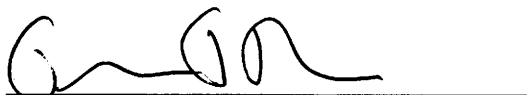


Joseph L. McGee
Executive Director, PTE, Local 17



Whitney Abrams
Union Representative, PTE, Local 17

For King County:



James J. Johnson, Labor Negotiator
Office of Labor Relations
King County Executive Office

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**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
INFORMATION TECHNOLOGY BARGAINING UNIT**

SUBJECT: Department of Judicial Administration Performance Appraisal Scoring

WHEREAS, the parties have negotiated a collective bargaining agreement for the duration of July 1, 2013 through December 31, 2016, and;

WHEREAS, the bargaining unit definition has been agreed to be:

All regular full-time, regular part-time, and term-limited temporary employees occupying non-supervisor IT positions, excluding those eligible for interest arbitration, for whom the King County Executive has exclusive bargaining authority to negotiate wages, hours, and working conditions, excluding employees in the King County Department of Assessments.

and;

WHEREAS, Local 17 members that perform non-supervisor information technology jobs have been moved from other Local 17 bargaining units into the Local 17 - Information Technology Bargaining Unit, and;

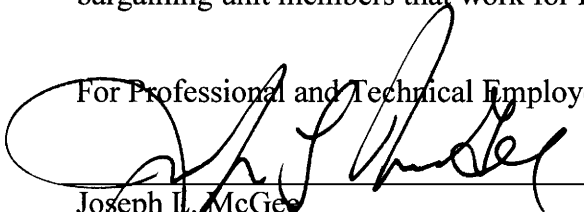
WHEREAS, the parties wish to make agreement for those employees moving into the Information Technology Bargaining Unit.

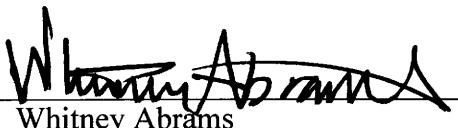
THEREFORE, the parties agree that members of the Local 17 Information Technology Bargaining Unit that work for the Department of Judicial Administration ("DJA") shall observe the following performance appraisal score ranges in lieu of those specified in Article 9 of the Collective Bargaining Agreement ("CBA").

- "Standard" or "Satisfactory" shall be a score between 2.50 - 3.49
- "Above Standard" shall be a score between 3.50 - 3.74
- "Outstanding" shall be a score between 3.75 - 5.0

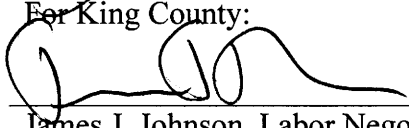
Other than the score ranges specified above, all other parts of Article 9 of the CBA apply to all bargaining unit members that work for DJA.

For Professional and Technical Employees, Local 17:


Joseph L. McGee
Executive Director, PTE, Local 17


Whitney Abrams
Union Representative, PTE, Local 17

For King County:


James J. Johnson, Labor Negotiator
Office of Labor Relations
King County Executive Office

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**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
INFORMATION TECHNOLOGY BARGAINING UNIT**

SUBJECT: Executive Leave Awards for former Local 17 - Professional and Technical - Department of Transportation [046] bargaining unit members

WHEREAS, the parties have negotiated a collective bargaining agreement for the duration of July 1, 2013 through December 31, 2016, and;

WHEREAS, the bargaining unit definition has been agreed to be:

All regular full-time, regular part-time, and term-limited temporary employees occupying non-supervisor IT positions, excluding those eligible for interest arbitration, for whom the King County Executive has exclusive bargaining authority to negotiate wages, hours, and working conditions, excluding employees in the King County Department of Assessments.

and;

WHEREAS, Local 17 members that perform non-supervisor information technology jobs have been moved from other Local 17 bargaining units into the Local 17 - Information Technology Bargaining Unit, and;

WHEREAS, the parties wish to make agreement for those employees moving into the Information Technology Bargaining Unit.

THEREFORE, the parties agree that the Fair Labor Standards Act ("FLSA") exempt employees (listed below) that were transferred from the Local 17 Professional and Technical - Department of Transportation [046] Bargaining Unit to the Local 17 Information Technology Bargaining Unit shall continue to be subject, until the expiration of the current Collective Bargaining Agreement ("CBA") on December 31, 2016, or until a successor provision has been bargained, whichever comes later, to the following Executive Leave provision from the CBA of their prior bargaining unit:

Executive Leave. The nature of the work of many employees represented by this Agreement sometimes requires them to be on-call for significant periods of time and to work, on an on-going basis, substantially in excess of the standard work schedule for other County employees. FLSA-exempt employees shall receive up to 3 days of Executive Leave per year according to the following provisions:

A. Non-probationary employees who are employed in a bargaining unit position on or before April 30 shall be allowed three days of Executive Leave for use during that calendar year; those employees who become non-probationary in a bargaining unit position on or after May 1, but before September 1, shall be

allowed two days Executive Leave for use during that calendar year.

B. Those who become non-probationary employees in a bargaining unit position on or after September 1 will not be guaranteed Executive Leave for use during that year, but it may be granted at the discretion of management.

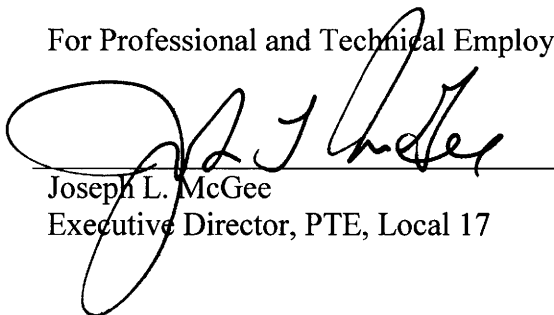
C. Executive Leave will not be guaranteed to a probationary employee or to an employee whose most recent performance evaluation has an overall rating less than satisfactory, but may be granted at the discretion of management;

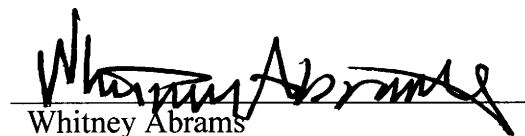
Bargaining unit employees shall also be eligible for up to 7 additional days of Executive Leave pursuant to Executive Policy PER 8-1-2.

Employee ID	Employee	Classification Title
000070871	Abanes, Joel	IT Systems Specialist - Mstr
000040854	Abraha, Paulos	LAN Administrator-Senior
000046891	Assefa, Wubeshet	LAN Administrator-Journey
000070426	Baker, Mindy	LAN Administrator - Senior
000062106	Baldrige, Joy	Applications Developer-Sr
000083399	Bingham, Steven	Applications Developer-Sr
000082066	Birch, Pamela	Applications Developer-Sr
000069804	Bryant, Dean	IT System Specialist-Sr
000060896	Bui, Trang	GIS Specialist-Senior
000089170	Chiang, Chuang-chang	IT Services Manager I
000053306	Coffing, Steven	Telecommunications Spec - Jrny
000046317	DeBerry, Bruce	LAN Administrator-Senior
000043395	Delahanty, Mary	IT Systems Specialist-Jrny
000090246	Dunphy, Michael	Systems Engineer-Senior
000046252	Faris, Steve	LAN Administrator-Senior
000068807	Ferland, Michel	LAN Administrator-Senior
000041633	Frank, Rose	LAN Administrator-Senior
000081824	Fu, Baiwei	Database Administrator-Sr
000044789	Goerlitz, Gunnar	GIS Specialist-Journey
000043399	Gulelat, Tefera	Applications Developer-Sr
000042893	Hastings, Curtis	Database Administrator-Sr
000067137	Heifner, Weylin	Database Administrator - Jrny
000072214	Kamin, Marcia	LAN Administrator-Senior
000071698	Kirkwood, James	IT Systems Specialist - Mstr
000072306	Kniss, Steve	LAN Administrator - Senior
000084445	Kozleski, Matthew	GIS Specialist-Senior
000080748	Lesh, Ben	Applications Developer-Sr
000060229	Malcolm, Robert	Applications Developer-Sr

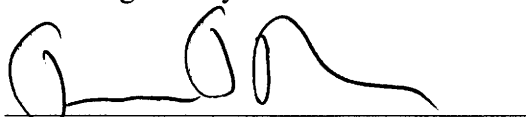
Employee ID	Employee	Classification Title
000043307	McLean, David	LAN Administrator-Journey
000060267	Menghi, Mark	Systems Engineer-Senior
000079519	Miller, Kenneth	LAN Administrator-Journey
000080370	Moos, David	Database Administrator-Sr
000053380	Owen, Martha	GIS Specialist - Master
000019501	Paris, Jeffery	LAN Administrator-Senior
000060141	Pennington, Cathy	LAN Administrator-Journey
000062491	Phan-Ba, Phi	Applications Developer-Sr
000070836	Plank, Jennifer	LAN Administrator - Journey
000042108	Reynolds, Tedi	IT Systems Specialist-Jrny
000053727	Riley, Darrel	Database Administrator-Sr
000090361	Rosen, Joshua	Systems Engineer-Senior
000019627	Schaible, Todd	Database Administrator-Sr
000045821	Schneider, Dale	Database Administrator-Sr
000041898	Self, Anita	Applications Developer-Sr
000044360	Sellhast, Charlene	Administrator 1
000060230	Sohn, Lois	Applications Developer-Sr
000046127	Strauss-Waller, Maida	LAN Administrator-Journey
000073044	Switaj, Rebecca	Project/Program Manager 3
000090344	Tran, Brian	IT Systems Specialist-Jrny
000083610	Trantina, Robert	App Developer-Master
000066421	Truong, Hong	LAN Administrator - Senior
000089497	Wang, Qing	Applications Developer - Jrny
000044334	White, Ursula	Applications Developer-Sr
000046038	Wilson, Tammie	Systems Engineer-Senior

For Professional and Technical Employees, Local 17:


 Joseph L. McGee
 Executive Director, PTE, Local 17


 Whitney Abrams
 Union Representative, PTE, Local 17

For King County:


 James J. Johnson, Labor Negotiator
 Office of Labor Relations
 King County Executive Office

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**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
INFORMATION TECHNOLOGY BARGAINING UNIT**

SUBJECT: Maintaining Step Progression for former Local 17 Professional and Technical - Department of Transportation [046] bargaining unit members

WHEREAS, the parties have negotiated a collective bargaining agreement for the duration of July 1, 2013 through December 31, 2016, and;

WHEREAS, the bargaining unit definition has been agreed to be:

All regular full-time, regular part-time, and term-limited temporary employees occupying non-supervisor IT positions, excluding those eligible for interest arbitration, for whom the King County Executive has exclusive bargaining authority to negotiate wages, hours, and working conditions, excluding employees in the King County Department of Assessments.

and;

WHEREAS, Local 17 members that perform non-supervisor information technology jobs have been moved from other Local 17 bargaining units into the Local 17 - Information Technology Bargaining Unit, and;

WHEREAS, the parties wish to make agreement for those employees moving into the Information Technology Bargaining Unit.

THEREFORE, the parties agree that the employees that were transferred from the Local 17 Professional and Technical - Department of Transportation [046] Bargaining Unit to the Local 17 Information Technology Bargaining Unit and whose compensation was at a step below Step 10 (listed below) shall continue to receive annual automatic even numbered step increases. This guarantee of annual automatic even numbered step increases shall apply for so long as the employee occupies the same position they occupy on July 20, 2012, or until the employee reaches Step 10 of their respective pay range, whichever occurs first.

THEREFORE, Article 10, Section 5 of the Collective Bargaining Agreement between the parties shall not apply to bargaining unit members that perform work in support of the Department of Transportation ("DOT") and are assigned to a 24 x 7 after hours support rotation.

*Professional and Technical Employees, Local 17 - Information Technology
July 1, 2013 through December 31, 2016*

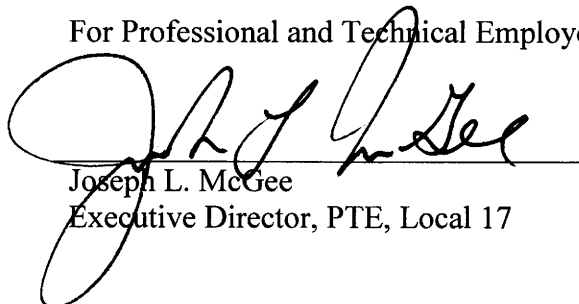
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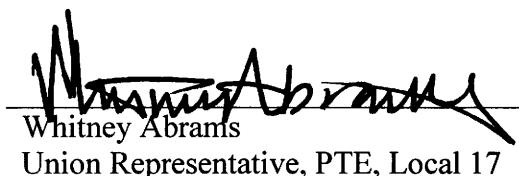
Page 1

Employees assigned to 24 x 7 after hours support rotation shall continue to be managed and compensated in a manner consistent with the practice of DOT 24 x 7 after hours support rotation assignments that were in place prior to January 1, 2012. That practice shall include a minimum annual award of 3 days of Executive Leave. Should a qualifying employee be assigned to a 24 x 7 after hours support rotation other than at the beginning of the year, the parties shall confer, if necessary, regarding an appropriate proration of the minimum Executive Leave award. This agreement shall not confer a right or guarantee of eligibility for more than 10 days of Executive Leave per year per employee.

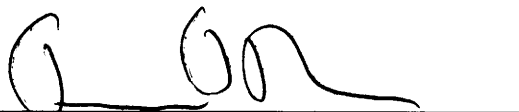
Employee ID	Employee	Classification Title
000089170	Chiang, Chuang-chang	IT Services Manager I
000053306	Coffing, Steven	Telecommunications Spec - Jrny
000090246	Dunphy, Michael	Systems Engineer-Senior
000068807	Ferland, Michel	LAN Administrator-Senior
000072214	Kamin, Marcia	LAN Administrator-Senior
000071698	Kirkwood, James	IT Systems Specialist - Mstr
000084445	Kozleski, Matthew	GIS Specialist-Senior
000079519	Miller, Kenneth	LAN Administrator-Journey
000090344	Tran, Brian	IT Systems Specialist-Jrny

For Professional and Technical Employees, Local 17:


 Joseph L. McGee
 Executive Director, PTE, Local 17


 Whitney Abrams
 Union Representative, PTE, Local 17

For King County:


 James J. Johnson, Labor Negotiator
 Office of Labor Relations
 King County Executive Office

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY AND
PROFESSIONAL AND TECHNICAL EMPLOYEES, LOCAL 17
INFORMATION TECHNOLOGY BARGAINING UNIT**

SUBJECT: Maintaining Step Progression for former Local 17 Department of Public Health and Department of Community and Human Services [060] bargaining unit members in the Department of Public Health

WHEREAS, the parties have negotiated a collective bargaining agreement (CBA) for the duration of July 1, 2013 through December 31, 2016, and;

WHEREAS, the bargaining unit definition has been agreed to be:

All regular full-time, regular part-time, and term-limited temporary employees occupying non-supervisor IT positions, excluding those eligible for interest arbitration, for whom the King County Executive has exclusive bargaining authority to negotiate wages, hours, and working conditions, excluding employees in the King County Department of Assessments.

and;

WHEREAS, Local 17 members that perform non-supervisor information technology jobs have been moved from other Local 17 bargaining units into the Local 17 - Information Technology Bargaining Unit, and;

WHEREAS, the parties wish to make agreement for those employees moving into the Information Technology Bargaining Unit.

THEREFORE, Employees listed below shall be allowed, contrary to the collective bargaining agreement, to remain FLSA non-exempt and be paid on an hourly basis for so long as they shall occupy the position they held on July 20, 2012. By virtue of their FLSA non-exempt status these employees shall be prohibited from any Executive Leave Awards.

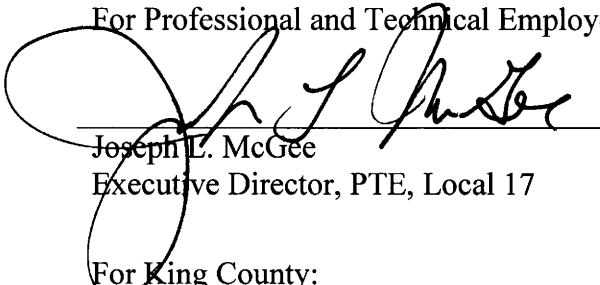
At any time an employee listed below may elect to permanently relinquish their FLSA non-exempt status and thereby enjoy the full benefits of the CBA in effect at the time of their relinquishment.

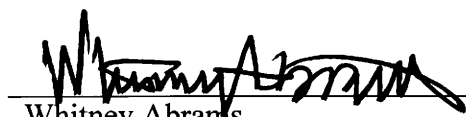
THEREFORE, the parties agree that the following employees that moved from the Department of Public Health to the Department of King County Information Technology whose compensation was at a step below Step 10 shall continue to receive annual automatic single step increases. This guarantee of annual automatic single step increases shall apply for so long as the employee occupies the same position they occupy on July 20, 2012 or until the employee reaches Step 10 of their respective pay range, whichever occurs first. Once an employee reaches Step 10 of their respective pay range, all contractual provisions regarding merit pay above Step 10 shall apply; and

THEREFORE, the parties agree that the following employees that moved from the Department of Public Health [060] to the King County Department of Information Technology whose compensation was at a step below Step 10 shall receive their automatic step increases on January 1st of each year for so long as the employee occupies the same position they occupy on July 20, 2012 or until the employee reaches Step 10 of their respective pay range, whichever occurs first. All automatic step increases received during 2012 shall be deemed to have occurred on January 1, 2012, and any retro payments owed by the County to individual employees shall be paid promptly.

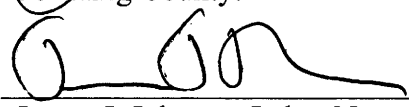
Employee ID	Employee	Classification Title
000072127	Allen, James	Application Developer - Master
000069595	Anderson, Daniel	IT Project Manager I
000069357	Askerov, Gasan	LAN Administrator - Senior
000077889	Bosaiya, Unknown	Website Developer - Senior
000075894	Buenafe, Michael	LAN Administrator-Journey
000073596	Collinsworth, Karin	LAN Administrator - Senior
000090209	Crump, Floyd	LAN Administrator-Journey
000077990	Dacanay, Cipriano	IT Systems Specialist - Sr
000090351	Deckman, Wayne	LAN Administrator-Journey
000068537	Ing, Jeffrey	Website Developer - Senior
000080992	Le, Xich	Application Developer - Master
000072319	Mackenzie, Terrence	Systems Engineer - Senior
000068556	Murray, William	Telecommunications Spec - Jrny
000065970	Ng, Paul Wang	Systems Engineer - Senior
000090427	Smith, Marquis	LAN Administrator-Journey
000072304	Sohlberg, Elisabeth	Application Developer - Master
000083640	Van Velsir, Gregory	IT Project Manager II
000068437	Ward, Jeremy	Database Administrator -Senior
000081121	Watson, Rebecca	Website Developer - Journey
000083093	Zhou, Ming	Database Specialist - Senior

For Professional and Technical Employees, Local 17:


Joseph L. McGee
Executive Director, PTE, Local 17


Whitney Abrams
Union Representative, PTE, Local 17

For King County:


James J. Johnson, Labor Negotiator
Office of Labor Relations
King County Executive Office

*Professional and Technical Employees, Local 17 - Information Technology
July 1, 2013 through December 31, 2016*

048U0714

Page 2

Checklist and Summary of Changes for the attached Collective Bargaining Agreement

Name of Agreement
Professional and Technical Employees, Local 17 (Information Technology) and five Memoranda of Agreement
Labor Negotiator
James J. Johnson

<i>Prosecuting Attorney's Review</i>	Yes
<i>Legislative Review Form; Motion or Ordinance</i>	Yes
<i>Executive Letter</i>	Yes
<i>Fiscal Note</i>	Yes
<i>Six Point Summary</i>	Yes
<i>King County Council Adopted Labor Policies Consistency</i>	Yes
<i>Ordinance</i>	Yes
<i>Original Signed Agreement(s)</i>	Yes
<i>Does transmittal include MOU/MOA? X5</i>	Yes

<i>Six Point Summary of changes to the attached agreement:</i>
1. The agreement is largely a rollover agreement with housekeeping and minor administrative clarifications.
2. The agreement reflects changes made to language related to vacation leave, sick leave, and holidays to comport with how they have been historically administered.
3. The agreement incorporates (as Addendum C) language that covers the impact of legally required security clearances/background checks performed by the Department of Adult and Juvenile Detention.
4. The wage schedule and the cost-of-living adjustment (COLA) for 2014 reflects the previously agreed to memorandum of agreement negotiated with the Union Coalition regarding 2011 zero COLA and follows the standard County settlement agreed to with other labor organizations.
5. This agreement covers July 1, 2013, through December 31, 2016.

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Contract Consistency with Adopted Labor Policies

Contract: Professional and Technical Employees, Local 17
(Information Technology) and five Memoranda of Agreement [048]

County Department(s):	King County Information Technology, Executive Services, Community and Human Services, and Judicial Administration, and King County Elections
Term of Contract:	July 1, 2013, through December 31, 2016
County Negotiator:	James J. Johnson

Labor Policy	Is Contract Consistent with Adopted Labor Policies? If not, please explain.
Contract Consolidation	Yes
Diversity	Yes
Project Labor Agreements	N/A
Performance Evaluations	Yes
Continuous Improvement	Yes
Labor-Management Committees	Yes
Labor-Management Partnerships	Yes
Mediation	Yes
Binding Interest Arbitration	N/A
Interest-based Bargaining	Yes
Timeliness of Negotiations	Yes
Compensation	Yes
Overtime	Yes
Benefits	Yes
Reduction-in-Force	Yes
Contracting Out of Work	Yes
Use of Temporary and Part-time Employees	Yes
Civilian Oversight of Sheriff's Office	N/A
Sheriff's Office Implementation of Report Recommendations	N/A

Contract Consistency with Adopted Labor Policies

Contract: Professional and Technical Employees, Local 17
(Information Technology) and five Memoranda of
Agreement [048]

Labor Policy	Is Contract Consistent with Adopted Labor Policies? If not, please explain.
Legislative Branch Employees and Officials	N/A

March 12, 2014

The Honorable Larry Phillips
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Phillips:

This letter transmits an ordinance that will enable King County to continue to provide information technology related services to King County government.

The enclosed ordinance will enable King County to ratify the Professional and Technical Employees, Local 17 (Information Technology) collective bargaining agreement and five memoranda of agreement for the period of July 1, 2013, through December 31, 2016.

This agreement covers approximately 330 employees that work in the departments of King County Information Technology, Executive Services, Community and Human Services, Judicial Administration, and in King County Elections.

The employees covered by this agreement perform a variety of information technology jobs and functions including website development, database administration, network administration, and application development. Collectively, these employees ensure that the County's websites, servers, networks, and computers work to allow the County to conduct its business on behalf of the residents of King County.

This agreement furthers the goals of the County's Strategic Plan as it contains improvements in efficiency, accountability, and productivity for the County by incorporating language that is standard with other County contracts. For example, there were changes to language related to vacation leave, sick leave, and holidays to comport with how they have been historically administered.

There are no changes to the wage schedule and the cost-of-living adjustment (COLA) for 2014, which was previously agreed to in the memorandum of agreement negotiated with the Union Coalition regarding zero COLA for 2011, follows the standard County settlement agreed to with other labor organizations.

The Honorable Larry Phillips

March 12, 2014

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The settlement reached is a product of good faith collective bargaining between King County and the Union. The agreements compare favorably with other settlements and are within our capacity to finance. These agreements have been reviewed by the Office of the Prosecuting Attorney, Civil Division.

If you have questions, please contact Patti Cole-Tindall, Director, Office of Labor Relations, at 206-296-4273.

Sincerely,

Dow Constantine
King County Executive

Enclosures

cc: King County Councilmembers
 ATTN: Michael Woywod, Chief of Staff
 Anne Noris, Clerk of the Council
Carrie S. Cihak, Director, Policy and Strategic Initiatives, King County
 Executive Office
Dwight Dively, Director, Office of Performance, Strategy and Budget
Patti Cole-Tindall, Director, Office of Labor Relations



FISCAL NOTE

Ordinance/Motion No.	Collective Bargaining Agreement		
Title:	Professional and Technical Employees, Local 17 (Information Technology)		
Effective Date:	7/1/13 to 12/31/16		
Affected Agency and/or Agencies:	Department of King County Information Technology		
Note Prepared by:	Matthew McCoy, Labor Relations Analyst, Office of Labor Relations	Phone: 205-8004	
Department Sign Off:	William Adams, Business and Finance Officer IV, Elections	Phone: 296-1596	
Department Sign Off:	Christine Chou, Chief Financial Officer, KCIT	Phone: 263-7845	
Note Reviewed by: Supplemental Required?	Karl Nygard, Budget Analyst (KCIT, Elections)		Phone: 263-9683
NO <input checked="" type="checkbox"/>	YES <input type="checkbox"/>		

EXPENDITURES FROM:

Fund Title	Fund Code	Department	2014*	2015	2016
KCIT Services	5531	KCIT	\$ 512,806	TBD	TBD
KCE - King County Elections	10	Elections	\$ 17,975		
KCIT INET	4531	KCIT	\$ 14,723		
KCIT Strategy and Performance	5471	KCIT	\$ 4,645		
KCIT GIS	5481	KCIT	\$ 34,270		
TOTAL: Increase FM previous year			\$ 584,419		
TOTAL: Cumulative			\$ 584,419		

EXPENDITURE BY CATEGORIES:

Expense Type	Dept Code	Department	2013 Base	2014*	2015	2016
Salaries			\$ 29,771,539	\$ 497,185	TBD	TBD
OT			\$ 174,670	\$ 2,917		
PERS & FICA			\$ 5,048,931	\$ 84,317		
Total			\$ 34,995,140			
TOTAL: Increase FM previous year				\$ 584,419		
TOTAL: Cumulative				\$ 584,419		

ASSUMPTIONS:

Assumptions used in estimating expenditure include:

- Contract Period(s):** 7/1/2013 – 12/31/2016
- Wage Adjustments & Effective Dates:**

COLA:	95% CPI-W Seattle-Tacoma-Bremerton 1/1/2014 (1.67%) 2015 & 2016 TBD
Other:	
Retro/Lump Sum Payment:	
- Other Wage-Related Factors:**

Step Increase Movement:	Provisions unchanged.
PERS/FICA:	Payroll taxes assumed to be 16.86%.
Overtime:	Projected using 2012 totals.
- Other Cost Factors:**

	* This bargaining unit had already agreed to 2014 COLA as part of the zero COLA agreement for 2011.
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Performance Audit of King County's Green Building Ordinance

Elise Garvey

Laina Poon

Government Accountability & Oversight Committee

May 13, 2014

Background

King County is committed to being a responsible environmental steward. The Green Building Ordinance (GBO) has furthered sustainable development in the County in several ways.

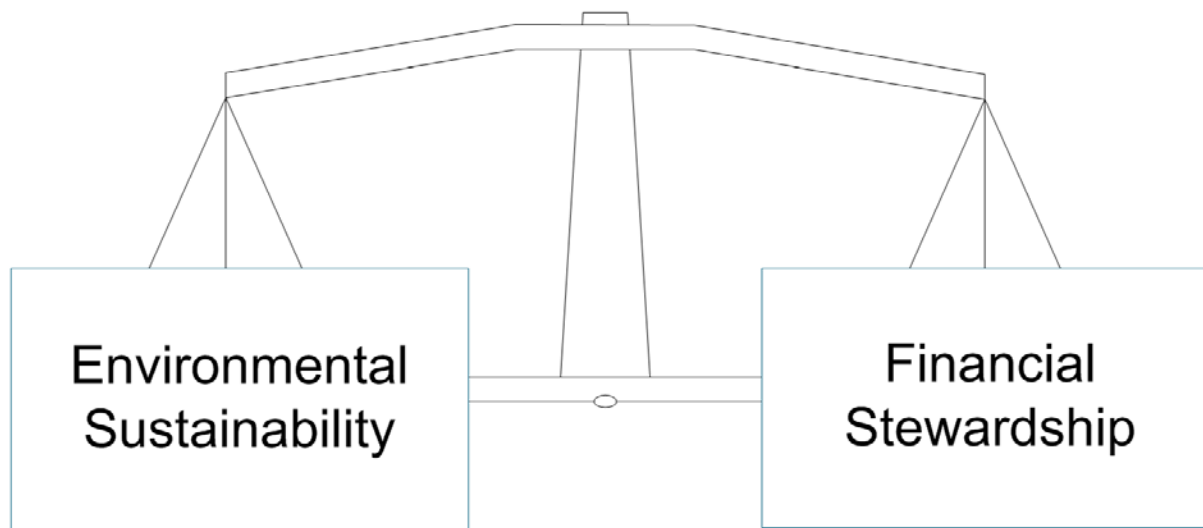
Timeframes

- Jun 2008 - Dec 2013 – Green Building Ordinance in effect
- Dec 2013 – GBO expired; Council passed a revised GBO
- Aug 2014 – Revisions to GBO take effect pending audit results

Summary

- Ambiguities in the Ordinance can lead to outcomes contrary to policy intent
- Incomplete and inconsistent reporting hamper efforts to assess impact
- Opportunities exist to better align the Ordinance with county sustainability goals
- Updating guidance could help improve cost-effectiveness and environmental impact

Structure of Green Building Ordinance



Achieve Platinum rating

- LEED certification
- Sustainable Infrastructure Scorecard level

Limit costs

- 2% more than base project costs for non-general fund
- 0% more than base project costs for general fund

Interpretations of cost limits vary

Agency interpretations of cost limit calculation

TRANSIT

LEED process costs

÷

Total Project Costs

SOLID WASTE

LEED process costs +
initial cost of Green
Building features

÷

Construction Costs

WASTEWATER TREATMENT

LEED process costs +
life cycle costs of some
Green Building features

÷

Project Life Cycle Costs

Impact of ambiguities

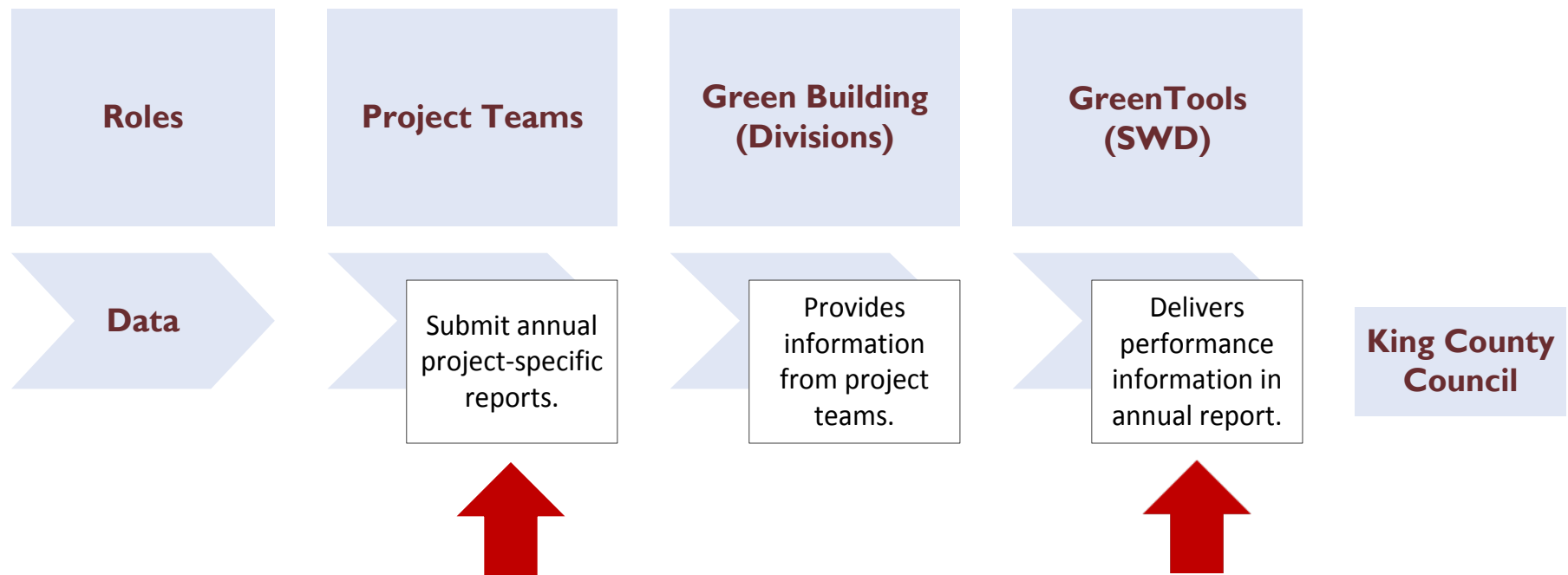
Ambiguity in the definitions of extra costs and base project costs could result in:

- Fewer beneficial green features
- More uneconomical green features

Matter for Council consideration

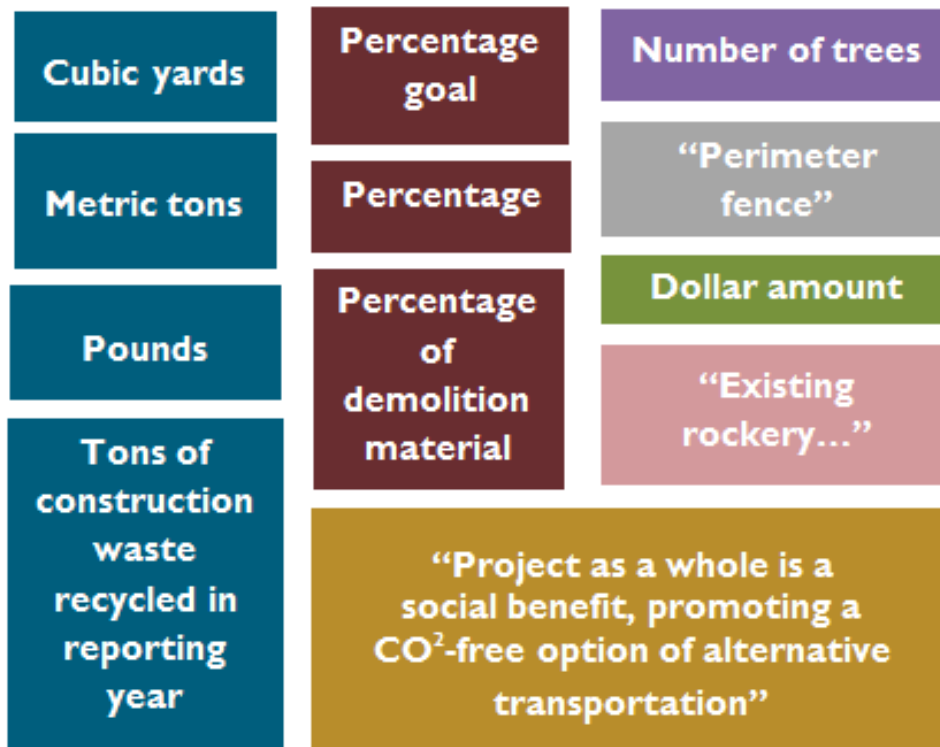
- The County Council could consider amending the Green Building Ordinance to clarify the issues related to definitions and cost limits as identified in the audit report.

Inconsistent reporting obscures impact



Interpretations of requirements vary

Construction waste recycled



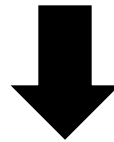
Project data reported in different units cannot be rolled up easily to show the impact of the Ordinance.

Improvements

- Reporting requirements refined
- Sustainability reporting requirements potentially in Project Information Center (PIC)
- Continued training, guidance, and technical assistance
- Updating the life-cycle cost analysis (LCCA) model

Furthering strategic plan priorities

- Ordinance now references connection to other sustainability programs
- No measures, targets, or indicators specific to the Green Building Ordinance



Matter for Council Consideration

The County Council could consider better aligning targets in the Green Building Ordinance with the goals and targets in the county's sustainability plans.

Thank you

Full report available online

<http://l.usa.gov/lggNamO>